

OFFICE OF POPULATION CENSUSES AND SURVEYS
SOCIAL SURVEY DIVISION

q HN 385.5
(in box)

Public attitudes to deafness

A survey carried out on behalf of the
Department of Health and Social Security

Claire Bunting

SSM17



HMSO £6.80 net

SOUTHAMPTON UNIVERSITY LIBRARY

Date of Issue



RETUR 00

15 APR 1996 28 1846 396

SOUTHAMPTON
UNIVERSITY LIBRARY

BOOK NUMBER	81-044496
CLASS MARK	g HN 385.5 f (in box)

81044496



TELEPEN

OFFICE OF POPULATION CENSUSES AND SURVEYS
SOCIAL SURVEY DIVISION

Public attitudes to deafness

A survey carried out on behalf of the
Department of Health and Social Security

Claire Bunting

London: Her Majesty's Stationery Office



© Crown copyright 1981
First published 1981

ISBN 0 11 690751 7

Acknowledgements

Thanks are due to the many people who contributed to the survey but particularly those members of the general public who agreed to be interviewed.

Amongst those involved in collecting and processing the information on which the report is based were thirty Social Survey Division interviewers, Pamela White and Philip White who carried out the sampling, Madge Brailsford who organised the field work, Lorraine Polley and Joy Dobbs who were responsible respectively for the coding and computing. Adrian Biggadike helped in a variety of ways at the report writing stage.

I am particularly indebted to Karen Dunnell and Roma Morton-Williams who supervised the survey.

I am also grateful to staff at the Department of Health and Social Security, Scottish Home and Health Department, Welsh Office and the Health Education Council for their help at all stages.

The support of the Panel of Four Principal National Organisations representing deaf people and their interests is much appreciated. Their comments on the survey are published as Appendix A to this report.



Contents

	<i>Page</i>
<i>Summary of main findings</i>	1
<i>1 Introduction</i>	
1.1 Background	3
1.2 Aims	3
1.3 Research strategy	3
1.4 The sample and response	4
1.5 Notes	4
<i>2 Contact with deaf people and experience of deafness</i>	
2.1 Reported hearing difficulties	5
2.2 Reported frequency of contact with deaf people	5
2.3 Main place of contact	5
2.4 Age of contacts	5
2.5 Degree of deafness of contacts	6
<i>3 Appreciation of the difficulties of communication and knowledge of causes, services and organisations</i>	
3.1 Causes of deafness	7
3.2 Appreciation of the consumer limitations of hearing aids	7
3.3 Appreciation of the technical limitations of hearing aids	8
3.4 Appreciation of the situational limitations of hearing aids	8
3.5 Overall understanding of the limitations of hearing aids	9
3.6 Methods of communication for the totally deaf	9
3.7 How to talk to a deaf person	10
3.8 Knowledge of services for the deaf	10
3.9 Knowledge of national voluntary organisations	11
3.10 Effects of contact with the deaf and of having hearing difficulties	11
3.11 Educational level and understanding of deafness	12
<i>4 Stereotype of the deaf</i>	
4.1 General description of deaf people	13
4.2 Use of hands by deaf people	14
4.3 Distinguishing characteristics of the voice or speech of deaf people	15
4.4 Rated characteristics	15
<i>5 Acceptance and tolerance of deaf people</i>	
5.1 Hiding deafness	17
5.2 Reactions to contact with the deaf	17
5.3 Attitudes to contact with the deaf related to views on other aspects of deafness	19
<i>6 Awareness of deaf people's participation in social, leisure and everyday activities</i>	
6.1 Recognition of practical difficulties	20
6.2 Social relations	21
6.3 Enjoyment of television	22

	<i>Page</i>
7 <i>Work</i>	
7.1 Kinds of job	23
7.2 Promotion prospects	24
7.3 Perceptions of work and promotion prospects for the deaf related to other characteristics of informants	25
8 <i>Parenthood and education</i>	
8.1 Parenthood	27
8.2 Education	28
8.3 Perceptions of problems of parenthood related to other characteristics of informants	29
9 <i>Deafness—its rating as a disability</i>	
9.1 Rating of total deafness as a handicap	31
9.2 Comparison with other handicaps	31
9.3 Comparison of different kinds of deafness	31
9.4 Rating of total deafness as a handicap related to attitudes to other aspects of deafness	32
<i>Appendix A Comments on the survey from the Panel of Four</i>	33
<i>Appendix B Interview questionnaire</i>	34

Summary of main findings

The survey obtained the views of the adult general public. Of the selected random sample of 700 members of the public, 77 per cent took part in the survey, eight per cent declined to be interviewed and 15 per cent could not be contacted, mainly because they had moved. A total of 537 interviews have been used in the analysis (Section 1.4).

Seventy seven per cent of those interviewed reported no difficulty with their hearing, 20 per cent said they had some difficulty but did not wear an aid. The remaining three per cent wore hearing aids (2.1).

Sixteen per cent of the public had contact with deaf people nearly all the time, 28 per cent fairly often, 44 per cent sometimes or rarely and 12 per cent had no contact with deaf people (2.2). Most of the contact was with elderly or middle aged deaf people. Only a small minority, 15 per cent, had their main contact with deaf young people or children (2.4). Forty three per cent of adults had had contact with the totally deaf, 80 per cent with the partially deaf (2.5).

The most commonly suggested cause of deafness were congenital factors, noise, accidents, or injury to the ear and diseases of the ear (3.1).

Thirty two per cent of the public thought all deaf people could be helped by a hearing aid, 62 per cent did not think this was so, and six per cent did not know (3.2). Seventeen per cent thought a hearing aid made a person's hearing normal while the majority, 71 per cent, recognised that hearing could not be restored to normal (3.3). Two fifths of the public were aware that there were situations where the usefulness of hearing aids was restricted because of factors such as competing sounds and background noise (3.4).

When asked whether totally deaf people could hear their own voices, 23 per cent did not know, 12 per cent thought that they could and 63 per cent thought they could not. Three quarters of the public thought that one half or more of the totally deaf could lipread. Two thirds thought that one half or more of the totally deaf used sign language (3.6).

When asked what they would do when talking to someone who was deaf or hard of hearing, one half said they would raise their voices or shout. Between one quarter and two fifths said they would speak words more clearly, emphasise lip movements, speak more slowly, make signs and turn to face the deaf person (3.7).

Three fifths did not know of any services for the deaf. About one tenth mentioned each of social, medical, educational services and voluntary organisations. Two thirds said they themselves would consult a doctor if they wanted help or advice about deafness (3.8).

When asked whether they knew of any organisations for the deaf only 15 per cent said they did; the Royal National Institute for the Deaf being the most frequently mentioned. However, when asked about each of the four principal national organisations in turn, more than three quarters claimed to have heard of one or more (3.9).

When asked what things they would notice about deaf people when talking to them, one third mentioned the lack of response to sound or communication; one quarter described a blank or confused response; one fifth or more mentioned various characteristics associated with the intense concentration required of deaf people when communicating. These observations do not exclusively characterise the deaf, unlike a hearing aid which was mentioned by one third of those interviewed. Generally, however, only small numbers of people mentioned things which could not be said to apply also to people in general. No common stereotype or general picture of deaf people emerged from informants' answers (4.1).

When specifically asked, one half of those interviewed said deaf people used their hands more in conversation than hearing people. Few however, some 12 per cent, related this to their use of sign language. The general opinion was that using their hands when talking helped deaf people to express themselves better (4.2).

Although only one quarter of those interviewed mentioned spontaneously that deaf people's voice or speech was different, when asked directly, about nine tenths endorsed this. One half described the deaf's speech as louder and one third mentioned various distortions of speech, particularly if they had had contact with totally deaf people (4.3).

The use of rating scales to explore further how the public characterise the deaf showed that the majority did not describe them as very different from people in general, though the deaf were seen as slightly more insecure. A large proportion of the public rejected discriminatory statements about deaf people as invalid (4.4).

Forty seven per cent of the public thought that one half or more of deaf people try to hide their deafness, largely because they 'don't want to appear different' (5.1).

Generally, people expressed positive attitudes to contact and communication with deaf people, but there was a minority who acknowledged that they reacted negatively to contact with the deaf. Quite high proportions admitted to a lack of knowledge about how to respond to deaf people (5.2). The minority who admitted to negative attitudes to contact were more likely than others to think that deaf people try to hide their deafness, and they also had less understanding of the limitations of hearing aids than other people (5.3).

The majority of the general public appeared to be aware that deaf people faced problems when travelling and using banks, shops and post offices. However, only a minority felt that they faced problems with everyday activities around the home (6.1).

Most people accepted that the deaf were isolated and had difficulties getting on with people at work but the majority rejected the suggestions that the deaf have difficulty keeping up through the media or that they have fewer interests (6.1). Forty three per cent thought the deaf could enjoy TV to the same extent as or more than hearing people (6.3).

One half of the public thought that deaf people have different kinds of jobs from people who can hear properly. Jobs felt to be particularly suitable for deaf people were commonly those requiring no contact with people or those in which they would use their hands (7.1). Two thirds thought that promotion prospects for the deaf were worse than for hearing people; the main reasons given being employer prejudice and communication difficulties (7.2).

The effect of deafness on parenthood was explored from two angles—the problems for deaf parents and the problems of being a parent with deaf children. The latter was more often felt to involve problems than the former. Teaching children speech and language was the most commonly mentioned problem (8.1).

Eighty two per cent of the public thought that totally deaf children should attend special schools, whereas 83 per cent thought partially deaf children should be educated in ordinary schools (8.2).

When asked to rate the severity of total deafness as a handicap, 35 per cent rated it as very severe. Rather more, 43 per cent, regarded it as severe, whereas 17 per cent and five per cent respectively thought it moderate or mild (9.1). In relation to other disabilities, total deafness was felt to be less severe than blindness, on a par with being confined to a wheelchair but more severe than epilepsy, a heart condition or losing a leg (9.2). Sudden total deafness as an adult was considered worse than being born totally deaf or becoming progressively more deaf with time (9.3).

Those who regarded total deafness as a severe handicap were more likely than those who judged it as a moderate or mild handicap to express negative attitudes towards the intelligence, behaviour and physical complaints of the deaf. They were also more likely to consider that the deaf have problems in travelling, feel isolated, try to hide the fact that they are deaf and have worse promotion prospects than hearing people (9.4).

1 Introduction

1.1 Background

Many physical, mental and congenital disorders result in disability or functional incapacity. Where this impairment is readily obvious to other people the handicapped are often stigmatised. Goffman* sums up the meaning of this:

'An individual who might have been received easily into ordinary social intercourse possesses a trait that can obtrude itself upon attention and turn those of us whom he meets away from him, breaking the claim that his other attributes have on us. He possesses a stigma, an undesired differentness from what we had anticipated ... we believe the person with a stigma is not quite human. On this assumption we exercise varieties of discrimination through which we effectively, if often unthinkingly, reduce his life chances. We construct a stigma-theory, an ideology to explain his inferiority ... We tend to impute a wide range of imperfections on the basis of the original ... Further, we may perceive his defensive response to his situation as a direct expression of his defect ...'

Although the deaf person's impairment is not always obvious to other people, there is a widespread feeling among the deaf and those involved in their care that such a stigma is attached to the deaf. Handicapped people can be helped in a number of ways, the most obvious of which is to treat the impairment itself to minimize its impact. Another way is to improve the physical environment by the provision of technical aids and support. The lives of handicapped people can be made easier by the creation of sheltered situations such as institutional care but this tends to isolate and exclude them from normal everyday life. Another, though difficult strategy, is to try to improve the psychological and social environment in which the handicapped find themselves. It is towards this last strategy that the current survey is directed. Part of this psychological and social environment will be determined by the knowledge, attitudes and behaviour of the general public in relation to deafness and deaf people. Whilst the public are generally sympathetic and tolerant towards some handicapped groups, such as the blind, they may have a less helpful orientation towards the deaf and their problems.

1.2 Aims

The survey aimed to explore what general views or stereotypes the public have of deaf people and whether these appear to stigmatise, or at least characterise the deaf in discriminatory ways. The survey also aimed to

discover the general public's attitudes towards particular aspects of deaf people's lives and their knowledge about deafness.

This information was required by the Department of Health and Social Security, the Health Education Council, and other bodies concerned with the deaf, to improve the impact of their work in this field. In particular it could be used as background to a health education programme aimed at the general public. The findings should point to areas where the public could be encouraged to be more tolerant, to misconceptions that could be corrected and to gaps in knowledge where information may help relationships with the deaf.

1.3 Research strategy

There were two main questions to be answered before mounting a survey. These were:

- i. does the general public have substantial views about deaf people and deafness?
- ii. was a sample survey using structured interviews an appropriate method of investigation?

These questions were explored in a feasibility study and positive conclusions were reached which resulted in the development of the interview questionnaire reproduced in Appendix B. The feasibility study confirmed, however, that while the general public have views about deafness which they are ready to express, it would have been asking too much of informants to press them to distinguish between different categories of deafness, such as the profoundly deaf and those with minor degrees of deafness, or those deaf since birth and those who became deaf later in life after acquiring language. Furthermore, in the questions where they were asked to make distinctions it was essential that the wording used should be understood by the general public rather than that it should conform to the correct professional terminology. So, for example, the terms 'totally deaf' and 'partially deaf' which were clear to the public were used instead of 'deaf' and 'partially hearing'.

The questions in the interview fell into several groups:

- a) those exploring whether people had general ideas about distinguishing features of deaf people which would indicate that a common stereotype of the deaf existed,
- b) knowledge of the nature of deafness and the aids to help or overcome it,
- c) attitudes of the public and the perceived attitudes of deaf people toward acceptance and tolerance of deafness,
- d) perceived social and functional difficulties including work, parenthood and contact with others,
- e) comparative ratings of different kinds of deafness and with other disabilities,
- f) know-

* Goffman, E (1963) *Stigma: Notes on the management of spoiled identity*. Englewood Cliffs, N J Prentice-Hall Inc.

ledge of services and voluntary organisations for the deaf, g) nature, and extent of contact with the deaf, and h) age, sex, social class and educational level of the informants.

1.4 The sample and response

The purpose of the survey was to describe the views of the adult general public. Detailed analysis of sub-groups of the population was not required. In addition many of the questions were open ended and were lengthy to classify. These two factors pointed to a relatively small sample size and 500 achieved interviews were estimated to be sufficient. Since the survey was restricted to adults in the general population the sample could be drawn from the Register of Electors for Great Britain which includes people aged 18 and over.

Seven hundred electors were randomly selected as described in the footnote to this page.*

The fieldwork was carried out by OPCS Social Survey interviewers from 13 August to 8 September 1978. Seventy seven per cent of those in the sample were interviewed. The remaining 23 per cent is accounted for by 15 per cent whom interviewers were unable to contact mainly because the selected person had moved, and eight per cent who declined to participate (see Table 1.1). A total of 537 interviews have been used in the analysis—three completed questionnaires were discarded as the informants understood few of the questions through language difficulties.

Table 1.1 The sample and response

		%
Selected sample	700	100
Not contacted	102	15
Moved	46	7
Away all survey period	21	3
Out all calls	20	3
Dead	15	2
Refused to participate	58	8
Interviewed	540	77

* Sample Design: The sample was 700 named electors in Great Britain, selected to a three-stage self weighting design. The first stage consisted of a sample of 25 districts drawn with probability proportional to electorate from a list stratified by region, density of population and an economic indicator based on rateable value. Within each district two wards were selected, also with probability proportional to the electorate. Finally a systematic random sample of 28 named electors was drawn from each of the wards. This resulted in a sample in which each adult on the Electoral Register in Great Britain had an equal chance of selection.

The distribution by age, marital status, economic activity and education of those interviewed is shown in Table 1.2. The sample interviewed had a slightly lower proportion in the younger age group than appears in the population estimates for 1978 (19 per cent of 18 to 29 years olds compared with 23 per cent in the population estimates) and a slightly higher proportion of 30 to 39 year olds (39 per cent compared with 33 per cent) but in general those interviewed adequately reflect the general public on these characteristics.

Table 1.2 Age, marital status, economic activity and education of those interviewed

	Males	Females	Total
	%	%	%
Age			
18-29	20	19	19
30-39	22	17	19
40-49	21	18	20
50-59	13	19	16
60-69	13	13	13
70 & over	11	14	13
* Base (= 100%)	248	289	537
Marital status			
Married	78	66	71
Single	16	17	16
Widowed, divorced, separated	6	17	13
* Base (= 100%)	248	288	536
Economic activity			
Working	78	47	61
Housewife	*	39	21
Retired	15	10	13
Unemployed, permanently sick	7	4	5
* Base (= 100%)	247	286	533
Education: age of ceasing full-time education			
15 or under	60	60	60
16	23	21	22
17 or over	17	19	18
* Base (= 100%)	248	287	535

* See Section 1.5

1.5 Notes

Any person not answering a particular question has been excluded from analyses which involved that question, consequently base numbers shown on tables vary depending on the number of 'no answers' to the question.

Percentages have been rounded to whole numbers so do not always add to 100.

2 Contact with deaf people and experience of deafness

This chapter describes the extent and nature of informants' contact with deaf people and various types of deafness, and their own experience of having hearing difficulties.

2.1 Reported hearing difficulties

The questions on whether informants had any difficulties with their hearing and whether they used hearing aids were the same as those used on the General Household Survey (GHS). A comparison of the survey data with the GHS figures for 1977 is shown in Table 2.1. In this survey 77 per cent of the people interviewed reported no hearing difficulties and 20 per cent some difficulty but did not wear an aid; the remaining three per cent wore aids. The comparable figures from GHS were 84 per cent, 14 per cent and two per cent respectively. It is interesting but not surprising that the reporting of hearing aid use was comparable but that hearing difficulty was comparatively under-reported on the GHS. The difference between this survey's findings and the GHS is probably because this survey asked the questions in the context of deafness and hearing difficulties, whereas in the GHS they stand in isolation—or at least only in relation to health generally. The concentration on the problems of deafness and its causes, the position of the questions, occurring as they did at the end of the interview, seemingly encouraged more people to admit to some hearing difficulties.

Table 2.1 Reported hearing difficulties

	Survey	GHS
	%	%
Wears an aid	3	2
No aid, but has difficulty	20	14
Has no difficulty	77	84
Base (= 100%)	537	23,047

2.2 Reported frequency of contact with deaf people

Informants were asked whether they had had any contact with deaf people. Those who had were then asked:

'How often would you say you have, or have had, contact with deaf people:—nearly all the time, fairly often, sometimes but not often, or rarely?'

The results in Table 2.2 show that the majority of those interviewed had had some contact with deaf people. Only 12 per cent claimed to have had no contact with the deaf.

Table 2.2 Frequency of contact with deaf people

	%
Nearly all the time	16
Fairly often	28
Sometimes but not often	21
Rarely	23
No contact	12
Base (= 100%)	537

Nearly three quarters of those interviewed had a particular person or persons in mind when answering the questions about deafness and deaf people. This was related, as Table 2.3 shows, to the amount of contact generally experienced. Those who had fairly frequent contact were more likely to have had someone in mind; 92 per cent of those who had contact with deaf people nearly all the time or fairly often had someone in mind. This compares with three quarters of those who only occasionally or rarely had any contact with deaf people.

Table 2.3 Having a deaf person in mind during the interview, related to frequency of contact with deaf people

Whether had particular person(s) in mind	Had contact with deaf people:	
	Nearly all the time or fairly often	Sometimes or rarely
	%	%
Someone in mind	92	75
No-one in mind	8	25
Base (= 100%), those who had contact with the deaf	234	236

2.3 Main place of contact

Not surprisingly, men in general were more likely than women to report that their main contact with deaf people was at work. Women reported more contact in the home than men.

Even though almost as many working women as men reported that their main contact with deaf people was at work—42 per cent compared with 48 per cent, these women were still more likely than working men to report contact at home—28 per cent compared with 19 per cent (Table 2.4).

2.4 Age of contacts

Three quarters of those interviewed reported that their main contact with deaf people was with the elderly or middle aged (Table 2.5). Housewives and retired informants showed particularly high proportions whose contact was mainly with the elderly deaf. There was

Table 2.4 Main place of contact with the deaf, related to sex and economic activity of informants

Main place of contact with deaf	Economic activity of informants and sex							
	Male				Female			
	Working	Retired	Housewife	Total males	Working	Retired	Housewife	Total females
	%	%		%	%	%	%	%
Home	19	34		21	28	46	33	31
Work	48	19		41	42	4	8	26
Socially	30	38		31	21	42	48	33
Elsewhere	4	9		6	9	8	11	11
<i>Base (= 100%), informants who had contact with the deaf</i>	177	32	1	226	118	26	86	244

Table 2.5 Age of their main deaf contacts, related to sex and economic activity of informants

Contacts with the deaf mainly with:	Economic activity of informants and sex							
	Male				Female			
	Working	Retired	Housewife	Total males	Working	Retired	Housewife	Total females
	%	%		%	%	%	%	%
The elderly	37	59		40	39	62	59	48
Middle aged	41	22		39	33	15	20	26
Young people	12	3		10	11	8	8	11
Children	2	0		2	6	4	8	7
No 'main' contacts	8	16		9	11	5	5	9
<i>Base (= 100%), informants who had contact with the deaf</i>	177	32	1	226	118	26	86	244

much less experience of deafness in young people or children—only 15 per cent of informants said that the deaf people with whom they had contact were mainly young people or children.

2.5 Degree of deafness of contacts

As Table 2.6 shows, there was more experience of the partially deaf than the totally deaf. Forty five per cent of those interviewed had had contact with the partially deaf only, and a further 35 per cent had experience of

both the partially and totally deaf. Only eight per cent said their contact had been solely with the totally deaf.

Table 2.6 Degree of deafness of contacts

	%
Totally deaf	8
Partially deaf	45
Both totally and partially	35
No contact with deaf	12
<i>Base (= 100%)</i>	533

3 Appreciation of the difficulties of communication and knowledge of causes, services and organisations

This chapter examines the public's perception of causes of deafness and their appreciation of communication problems for the deaf.

3.1 Causes of deafness

Informants were asked:

'Can you tell me what things you think cause deafness or hearing difficulties?'

Answers were classified to distinguish between those which suggested congenital, environmental or other factors as causing deafness. A large number of categories were needed to reflect the wide variety of answers given. These categories are shown in Table 3.1. It should be noted that the answers show what the public thought were causes of deafness, and that not all their suggestions, for example loud music, are proven causes of permanent hearing loss.

Table 3.1 Possible causes of deafness suggested by informants

Causes	%
1 Born deaf/congenital	42
2 Noise of machinery—in factories/at work	39
3 Infection in ear/perforated eardrum	32
4 Accident/injury or blow to head	29
5 Illness/infectious diseases	20
6 Old age	20
7 of gunfire/shelling/explosions	14
8 Other { of discotheques/loud music	12
9 noises { of traffic/aircraft	6
10 { loud noises—not specified	6
11 Heredity (at birth or later)	14
12 Wax in the ear	11
13 Flu/colds/catarrh/throat infection	9
14 { prodding/poking things in ear	3
15 { swimming/diving	6
16 Other { shock	6
17 Causes { psychological problems	3
18 { miscellaneous-other	6
19 Don't know	10
Base (= 100%*)	537

* Percentages add to more than 100 because some informants gave more than one answer.

Two fifths of the informants gave answers concerned with congenital factors and deafness from birth. Answers in this first category ranged from those which simply said 'born deaf' or 'congenital' to those in which informants offered some explanation for the existence of deafness from birth; such as 'perhaps the mother had German Measles during pregnancy' or, 'could be injury to child during actual birth'.

Diseases or illnesses mentioned as causing deafness in utero were included in the first category. The fifth category, mentioned by one fifth of informants, comprised other diseases and illnesses. These ranged from

the general 'an infectious disease', 'children's illnesses' or 'some illnesses', to the more specific, such as 'meningitis', 'mumps' or 'glandular fever'. If, however, the informant mentioned an infection or disease specifically of the ear, this was included in the third group of answers, which also covers 'mastoids', 'abscess' and 'damage to the eardrum'. Any mention of a perforated eardrum caused by poking in the ear, accidents, swimming or noise was also included in this category. Nearly one third of the informants gave infection of, or damage to the ear as a cause of deafness.

A large proportion, 56 per cent of those interviewed, suggested that noise was a factor in causing deafness. Nearly two fifths thought continuous exposure to noise in a variety of working environments, and three tenths the excessive noise of discotheques, pop music, traffic or aircraft, and sudden explosive noise might be causes of deafness.

Hereditary deafness was mentioned by one in seven of those interviewed. Deafness resulting from wax in the ear, and from flu, colds or catarrh were each mentioned by about one in ten of the informants. About one fifth mentioned some other cause of deafness. Overall ten per cent were unable to identify any causes of deafness, while the rest could think of, on average, three different causes.

There were two not unexpected differences in people's answers to what causes deafness which were probably related to their different experiences. Higher proportions of the older age groups mentioned sudden explosive noise as a cause of deafness; 18 per cent of those aged 50 or over compared with 11 per cent of the under 50s. Wax in the ear was mentioned as a cause of deafness by 18 per cent of those who had some difficulties with their hearing, but by only nine per cent of those who reported no difficulties.

3.2 Appreciation of the consumer limitations of hearing aids

To establish the extent to which the general public appreciate that not all hearing loss can be compensated for, or that certain types of deafness cannot benefit from the use of a hearing aid, informants were first asked:

'Do you think all deaf people can be helped by a hearing aid?'

For conciseness this concept is referred to as the 'consumer limitations' in Table 3.2.

Table 3.2 Appreciation of the consumer limitations of hearing aids

All deaf helped by a hearing aid?	Proportion of all informants	Proportion of those who appreciated consumer limitations
	%	%
Yes, all	32	
Don't know	6	
No, not all/only some sorts of deafness not helped by a hearing aid:		
Totally deaf/born deaf	36	59
Damaged inner ear/eardrum	18	30
Those who can't cope with/ wear one	6	10
Other answers	4	6
Don't know	9	15
Base (= 100%†)	537	329

† Percentages add to more than 100 because some informants gave more than one answer.

Thirty two per cent thought all deaf people could be helped by a hearing aid, and six per cent did not know. However, 62 per cent of those interviewed did not think all deaf people could be helped by an aid, and were asked for a further explanation of the types of deafness to which this applied. The majority, (59 per cent) of those who appreciated the consumer limitations, recognised that the totally deaf could not be helped by a hearing aid. Three tenths thought there was no help for 'people who have a damaged inner ear' or 'where the eardrum has been destroyed'. One in ten thought that not all deaf people could be helped because of the problems of managing or coping with an aid.

3.3 Appreciation of the technical limitations of hearing aids

The next question aimed to discover whether people were aware that hearing aids do not function in the same way as the normal ear by asking:

'Do you think that by wearing a hearing aid a deaf person's hearing is made normal?'

Those who did not think that hearing would be made normal were asked for an explanation to see if they understood the technical or mechanical limitations of hearing aids. The results are shown in Table 3.3.

Seventeen per cent thought that, by using an aid, a deaf person's hearing would be restored to 'normal' while 12 per cent did not know whether it would or not.

Over two thirds thought the user's hearing would not be normal, but the majority of explanations for this were not in terms of the technical or mechanical limitations of hearing aids. For most this awareness of the limitations of hearing aids did not go beyond a basic recognition of the fact that 'nothing can replace normal hearing; it can only help them to hear better'. The latter, and the following quotes, illustrate the kinds of answers

Table 3.3 Appreciation of the technical limitations of hearing aids

Hearing aids make hearing normal?	Proportion of all informants	Proportion of those who appreciated technical limitations
	%	%
Yes, normal	17	
Don't know	12	
No, not normal/depends on degree of deafness: Why hearing aid does not make hearing normal:		
Can't replace normal hearing	27	38
Can't select/all sounds amplified equally	14	20
Distorts sounds	10	15
Get buzzing/interference	13	18
User difficulties/adjustments	7	10
Other answers	7	3
Don't know	7	11
Base (= 100%†)	537	379

† Percentages add to more than 100 because some informants gave more than one answer.

given by almost two fifths of those aware of the limitations:

It is just an aid to improve whatever hearing is left. Can never be made normal... artificial... machine doing the work of human ear.

A hearing aid really is only an amplification of sound so I suppose it depends what sounds your ears can absorb.

However, one fifth of those who appreciated the limitations could expand further and discussed the disadvantages due to the fact that hearing aid users cannot localize sounds. Examples of these explanations are:

A hearing aid increases the volume of all noises and it's hard to pick out the right noise...

Everything is amplified and can override what he's trying to hear.

One third of the answers referred to the technical limitations of the aid through sound distortion, buzzing or interference. One tenth of the answers included the explanation that hearing would not be normal owing to user difficulties and adjustments; the wearer got into these difficulties, it was suggested, because:

Sometimes they don't know how to manipulate it properly.

If it's not properly adjusted or not the right one for the particular person.

Some people turn it down so they can't hear you.

3.4 Appreciation of the situational limitations of hearing aids

The final question about hearing aids asked all informants whether they had an appreciation of the sorts of situations which would aggravate the problems for hearing aid users:

'For those who wear them, are hearing aids useful in all situations?'

As Table 3.4 shows, 45 per cent thought hearing aids were useful in all situations, while 15 per cent did not know whether they were. The remaining 40 per cent described situations in which hearing aids were not useful. These situations were largely ones where the sound or voice on which the wearer was trying to focus would be disrupted or confused by competing sounds or excessive background noises. About three quarters of the answers concerned noise in the working environment, as in factories, or in the social environment such as at discotheques, or wherever there were crowds as at parties or social gatherings. The following are illustrations:

When a lot of people are talking he hears everybody together, he has a job sorting them out.

In places like dance halls or discos where the music would drown the voices.

One fifth of those who appreciated the limitations mentioned situations where they thought hearing aids would be a physical obstruction, for example when swimming, in bed, or 'wearing ear protectors at work.'

Fifteen per cent mentioned the limitations of a hearing aid in picking up sound over a distance and gave concerts, cinemas and theatres as examples.

Seven per cent mentioned the difficulties for hearing aid wearers when using the telephone.

Table 3.4 Appreciation of the situational limitations of hearing aids

Hearing aids useful in all situations?	Proportion of all informants	Proportion of those who appreciated situational limitations
Yes, all	45	%
Don't know	15	
No, not all/only some:		
Situations in which hearing aids are not so useful:		
Crowds/more than one person talking	12	31
Loud background noises eg factories/discotheques	17	43
Traffic	5	13
In bed/playing sports/swimming	8	21
Over a distance in theatres, cinemas, concerts	6	15
Using the telephone	3	7
Other answers	4	11
Don't know	1	8
Base (= 100%)*	537	206

* Percentages add to more than 100 because some informants gave more than one answer.

3.5 Overall understanding of the limitations of hearing aids

A summary scale of the overall understanding of the limitations of hearing aids was devised by combining the data from the three questions just discussed into four groups: 'yes' answers to all three questions, 'yes' to any two of the questions, 'yes' to only one of the questions, and finally 'yes' to none of the three questions. These groups were given a score of one, two, three and four

respectively, and represent a scale of overall understanding which ranges from no understanding ('yes' to all three questions) to understanding all the limitations ('no' to all three questions). Those people who answered 'don't know' to any or all three of the questions, about one quarter, were not included in the scale. The interpretation of the scale and proportion of people at each point on it are shown in Table 3.5.

After excluding the 'don't knows', 38 per cent of informants showed understanding of all the limitations of hearing aids that were explored in these three questions. Thirty per cent appreciated most, and 21 per cent only some of the limitations. Eleven per cent had no understanding of any of these limitations of hearing aids.

Table 3.5 Overall understanding of the limitations of hearing aids

Number of questions answered 'Yes'	Percentages giving each combination of answers to questions 9, 10 and 11*											
	Q9	Q10	Q11		Q9	Q10	Q11		Q9	Q10	Q11	
Three questions	Yes	Yes	Yes	(11%)	Yes	No	Yes	(15%)	Yes	Yes	No	(1%)
Two questions	No	Yes	Yes	(15%)	No	No	Yes	(15%)	No	No	No	(8%)
One question	No	Yes	No	(21%)	No	No	No	(21%)	Yes	No	No	(8%)
No questions	No	No	No	(38%)	Base (excludes Don't know's) 400 (= 100%)							
Scale values of the overall understanding of the limitations of hearing aids				Informants excluding 'Don't know' to Q9, 10 or 11				All informants				
				%				%				
None of the limitations understood (Yes to all three questions)				11				8				
Some of the limitations understood (Yes to two questions)				21				15				
Most of the limitations understood (Yes to one question)				30				22				
All of the limitations understood (No to all three questions)				38				28				
Don't know to Qs 9, 10 or 11				—				26				
Base (excluding 'don't know' to Q9, 10 or 11)				400				537				
Base (all informants)												

*Q9 Do you think all deaf people can be helped by a hearing aid?
Q10 Do you think that by wearing a hearing aid a deaf person's hearing is made normal?
Q11 For those who do wear them, are hearing aids useful in all situations?

3.6 Methods of communication for the totally deaf

Since there is a relationship between the ability to hear one's own voice and to monitor one's speech, and in some cases to develop language, people were asked:

'Do you think totally deaf people can hear their own voice?'

Table 3.6 shows the overall distribution of answers to this question. The majority, 57 per cent, thought the totally deaf could not hear their own voice and 23 per cent answered 'don't know'. Twelve per cent said they thought the totally deaf could hear their own voice. Six per cent thought that the totally deaf could hear some

sounds, vibrations or noises, but not their voice, as is illustrated in the following answer:

Get a vibration of sounds I am sure, but I doubt if it sounds like a voice as we know it.

Table 3.6 Proportions who thought totally deaf people could hear their own voice

	%
Can hear own voice	12
Cannot hear own voice	57
Can 'hear' vibrations/noise but not voice	6
Don't know whether can hear own voice	23
Other answers	1
Base (= 100%)	536

While it is not known what proportion of the totally deaf are able to lip read or use sign language, these are not skills which the majority of the totally deaf are thought to have. As a measure of the extent to which the public think that totally deaf people adopt these means to overcome communication difficulties, informants were asked to estimate the proportion of the totally deaf who can lip read and the proportion who use sign language. As Table 3.7 shows, the majority of the public do think that both lip reading and sign language are skills that one half or more of the totally deaf have.

Table 3.7 Estimates of the proportions of totally deaf people who can lip read and use sign language

	Lip read	Use sign language
	%	%
All totally deaf	11	11
About three-quarters	36	27
One half	28	27
One quarter	11	17
Less than one quarter	4	6
Don't know/can't say	10	11
Base (= 100%)	536	534

Three quarters of the informants thought that one half or more of the totally deaf could lip read. Fewer, two thirds, thought that half or more of the totally deaf used sign language. This indicates that the majority of the public are probably over-estimating the abilities of the totally deaf to overcome communication difficulties.

3.7 How to talk to a deaf person

To explore people's awareness of how to talk to the deaf and hearing impaired they were asked:

'If someone told you they were deaf or had poor hearing, what kind of things would you do when talking to them?'

The kinds of things people thought it would be appropriate to do are listed in Table 3.8.

Over one half of those interviewed thought they would either shout, talk loudly or at least raise their voice to some extent. Only three per cent specifically mentioned that was what they would not do, that shouting did not necessarily improve communication. As one informant said:

Speak naturally—they lip read.... you are inclined to shout but this makes no impression.

Table 3.8 What informants would do when talking to deaf people or those with poor hearing

	%
1 Shout/talk loudly/raise voice	52
2 Speak/say words with greater clarity/care	28
3 Talk more slowly	35
4 Face them/look at them	40
5 Emphasise lip movements/shape mouth more	26
6 Point/use hands to express/make signs	30
7 Write it down	7
8 Stand close/speak into their good ear	8
9 Repeat things/explain things more/make sure they understand/be patient	3
10 Don't shout/just speak naturally	2
11 Use short/less complicated words or sentences	2
12 Attract their attention	33%
13 Speak clearly/distinctly (not described more fully)	3
14 Nothing different/just be natural	1
15 Other answers	1
16 Don't know	1
Base (= 100%†)	537

† Percentages add to more than 100 because some informants gave more than one answer

One quarter of people, with the lip reader in mind, said they would emphasise their lip movements or shape their mouths more.

More than one quarter of the public would enunciate words with greater clarity or care. Two fifths mentioned that they would make sure they were facing the deaf person, and about one third each mentioned that they would talk more slowly, or point and make signs to explain themselves to the deaf person.

3.8 Knowledge of services for the deaf

The question discussed in this section explored the public's awareness of services available for the deaf. Table 3.9 shows the answers to the question:

'What services do you know of that help deaf people?'

Table 3.9 Knowledge of services for deaf people

	%
Don't know/none	59
Social Services	8
Medical Services/NHS/Hearing aids	12
Special education for the deaf	10
National voluntary organisations	11
Local associations	6
TV news programme	7
National voluntary organisation not specifically for the deaf	3
Other answers	5
Base (= 100%†)	534

† Percentages add to more than 100 because some people gave more than one answer.

Nearly three fifths said they did not know of any services for the deaf or that there were none. The majority of the others mentioned the provision of hearing aids and medical services mostly in connection with the National Health Service, special schools or national voluntary organisations for the deaf. Only four people mentioned mechanical devices such as:

... gadgets, things like flashing lights instead of bells.

or

... telephones with flashing lights

These were part of the five per cent of 'other answers' which were generally mentioned in addition to some other service.

There was a difference between men and women in their awareness of services available for the deaf. Two thirds of women compared with one half of men said they did not know of any services for the deaf or that there were none.

Informants were next asked:

'Where would you go for help or advice about deafness?

The various sources of help mentioned are listed in Table 3.10. Not unreasonably, two thirds thought they would go to 'the doctor' or 'GP'. Thirty one per cent said they would go to a hospital or 'specialist'. Only one per cent mentioned a private hearing aid clinic and six per cent did not know where they would go.

Table 3.10 Where people would go for help or advice about deafness

	%
Doctor/General Practitioner	66
Hospital/Specialist	31
Social Services/Welfare	7
Citizens Advice Bureau	3
Private Hearing Aid Clinic	1
Voluntary deaf association	6
Town Hall/DHSS/Social Security	3
Other answers	4
Don't know	6
Base (= 100%†)	536

† Percentages add to more than 100 because some people gave more than one answer.

3.9 Knowledge of national voluntary organisations

Two questions explored people's knowledge of national voluntary organisations. Firstly, to find out which organisations would be most readily named spontaneously, they were asked:

'Do you know of any organisations that help the deaf—for example like the Spastics Society which helps spastics?'

Informants were then asked whether they had heard of each of the four principal national organisations by name, for any they had not already mentioned. Initially only 15 per cent claimed any knowledge of organisations, of whom nearly two fifths named the Royal National Institute for the Deaf (RNID), one fifth could not remember the name, and the majority of the rest mentioned local associations or groups. The results are shown in Table 3.11.

However, when asked about each of the four national organisations in turn, the proportion of people who claimed to know of one or more of them rose to over three quarters (Table 3.12). The organisation that was most frequently heard of was the RNID though there is some possibility that this organisation was confused with the Royal National Institute for the Blind (RNIB).

Table 3.11 Proportions who claimed knowledge of voluntary organisations for the deaf without prompting

Knows of an organisation?	Proportion of all people	Proportion of those who knew of an organisation
No	85	%
Yes:	15	
Royal National Institute for the Deaf	6	39
British Deaf Association	1	4
British Association of the Hard of Hearing	1	4
National Deaf Childrens Society	1	5
Others—large local associations	6	37
Could not remember name	3	19
Base (= 100%†)	536	83

† Percentages add to more than 100 because some informants named more than one organisation.

Table 3.12 Proportions who claimed to have heard of each national voluntary organisation for the deaf with prompting

	When prompted	Prompted and unprompted
	%	%
Royal National Institute for the Deaf	58	64
British Deaf Association	17	18
British Association of the Hard of Hearing	18	19
National Deaf Childrens Society	45	46
None of these	22	22
Organisation(s) named without prompting; no more when prompted	3	
Base (= 100%†)	522	537

† Percentages add to more than 100 because some informants named more than one organisation.

Almost one half claimed to have heard of the National Deaf Childrens Society. Almost one fifth said they had heard of each of the other two Associations.

3.10 Effects of contact with the deaf and of having hearing difficulties

Whether informants' understanding of the difficulties of communication experienced by the deaf and their knowledge of causes, services and organisations were related to their contact with the deaf, or to having hearing difficulties themselves, were examined.

People who had had no contact with the deaf were less able to identify any causes of deafness than were those who reported some contact, 21 per cent of the former identified no causes compared with nine per cent of the latter. The proportion who were unable to think of any causes was smaller still for those who reported having contact with the deaf 'nearly all the time', six per cent. In addition, the more frequent contact there was with the deaf, the greater was the number of causes of deafness identified.

There was considerable variation in the proportions of people with and without contact with the deaf who had any knowledge of services or of national voluntary organisations. Of those who had no contact with the



deaf, 89 per cent said they did not know of any services for the deaf, and 40 per cent had not heard of any of the organisations specifically asked about. This compares with 54 per cent and 20 per cent respectively of people who had had contact with the deaf.

As Table 3.13 shows, contact with deaf people resulted in greater understanding of the limitation of hearing aids. Only eight per cent of those with some contact showed no appreciation of the limitations, compared with 35 per cent of those with no contact. The figures for those who appreciated all the limitations were 40 per cent and 27 per cent respectively.

Table 3.13 Overall understanding of the limitations of hearing aids, related to contact with deaf people

Scale of overall understanding of the limitations of hearing aids	Contact with deaf	No contact with deaf
	%	%
None	8	35
Some	22	11
Most	30	27
All	40	27
Base (=100%†)	355	45

† Excludes all who answered 'don't know' to questions 9, 10 or 11.

As was shown in Section 2.1, 23 per cent (121) of the informants reported ever having any difficulties with their own hearing. The only relationship found between having experienced hearing difficulties or not and the answers given to the questions examined in this chapter was in the choice of sources of help and advice about deafness. Forty two per cent of those who had had some hearing difficulty said they would go to a hospital or specialist compared with 28 per cent of those with no hearing difficulties.

3.11 Educational level and understanding of deafness

There were similar differences found with varying educational levels as with amount of contact. Higher proportions of those who left school before the age of 16 than of those who left later were unable to think of any causes of deafness, 14 per cent compared with six per cent. In addition the former mentioned on average fewer causes than those who had received more education.

Higher proportions of those who had received more than the minimum level of education appreciated that

the totally deaf could not hear their own voice. Table 3.14 shows the proportions of those with different levels of education who thought the totally deaf could hear their own voice.

Table 3.14 Proportions who thought totally deaf people could hear their own voice, related to age of completing full-time education

	Age completed full-time education			
	14	15	16	17 +
	%	%	%	%
Can hear own voice	16	10	15	5
Cannot hear own voice	51	55	59	72
Don't know whether can/cannot hear own voice	29	26	18	15
Can 'hear' vibrations/noise but not voice	5	8	5	6
Other answers	—	1	3	2
Base (=100%)	167	152	119	96

Seventy two per cent of those who stayed on in full-time education after 17 years of age said they thought the totally deaf could not hear their own voice. This compares with 51 per cent of those who left school at or before 14 years of age. The former higher proportion results not only from smaller proportions who thought the totally deaf could hear their own voice, but also from smaller proportions who answered 'Don't know'.

Higher levels of education were associated with increasingly greater understanding of the limitations of hearing aids. Table 3.15 shows for example that 23 per cent of those who finished full-time education at or before 14 appreciated all the limitations of hearing aids. This proportion rose to 60 per cent of those who finished their education at age 17 or later.

Table 3.15 Overall understanding of the limitations of hearing aids, related to age of completing full-time education

Scale of overall understanding of the limitations of hearing aids	Age completed full-time education			
	14	15	16	17 +
	%	%	%	%
None	22	10	7	3
Some	26	26	14	13
Most	29	26	41	25
All	23	38	39	60
Base (=100%†)	111	120	91	77

† Excludes all who answered 'don't know' to questions 9, 10 or 11.

4 Stereotype of the deaf

The questions considered in this chapter asked whether informants could distinguish deaf people from others, particularly with respect to their appearance, facial expressions, voice or speech and mannerisms when talking. The object was to determine whether a general view or stereotype of deaf people exists and, if so, what form it takes. These areas were explored with open questions which required people to answer freely in their own words; any answers which were not clear were probed further by the interviewers. After this, informants were asked to rate deaf people on a number of characteristics.

4.1 General description of deaf people

At the start of the interview informants were asked:

Q1 'First I would like to ask you about the ways in which you can tell a person has poor hearing or is deaf when you talk to them. What things do you think you'd notice?'

This question elicited a general description which in some cases included aspects of appearance and facial expression. These aspects were further probed by specifically asking:

Q2 'Are there things about the appearance of deaf people or people with poor hearing which could distinguish them from people who can hear properly?'

and

Q3 'Some people say that those who have poor hearing or who are deaf have different facial expressions from those of people who can hear properly. Would you say that was true or not?'

The categorization of people's answers to the first question and the three questions combined are shown in Table 4.1.

A large proportion of the characteristics centre on the lack of reaction to communication as reflected in categories one and five in the table. One third of the people noticed a lack of response and explained:

They don't turn towards you when you speak to them.

You'd notice they would not notice sounds around them.

One quarter of those interviewed mentioned a blank or confused response:

They seem to be a bit vacant when you talk as though not with you.

Just the way they look - a bit vague as I imagine they aren't following what you are saying.

Table 4.1 Ways in which informants tell that a person is deaf or has poor hearing

	Questions	
	1	1 + 2 + 3
Deaf people:	%	%
1 Ignore you when spoken to/lack of response	33	35
2 to sounds	18	35
3 Wearing a hearing aid	27	28
4 Speak differently - louder/slower/slurred	23	28
5 Turn their good ear towards you/incline head/cup ear	11	25
6 Look blank/vacant/far away/confused/bewildered/puzzled	11	24
7 Stare/look intently at you/have a concentrated/strained look	18	20
8 Look at your lips/watch your lips more	19	20
9 Ask you to repeat things or speak louder/tell you they are deaf	9	10
10 Give a wrong/off point answer	9	10
11 Don't understand what you say/you have to repeat things	9	10
12 Use their hands more	5	7
13 Pull funny faces/grimace/scowl	1	7
14 Get angry quickly/very excited/aggressive	1	3
15 Alert/look all about them/more cautious - in traffic	2	4
16 Stand back from company/don't mix	2	4
17 Have different/more exaggerated mouth movements	1	4
18 Look unhappy/sad/grim/worried	*	5
19 Show more expression on their faces	1	3
20 Have physical peculiarities	*	2
21 Look different/have a different expression (not described further)	1	4
22 Other answers	6	10
Nothing/don't know	5	3
Base (= 100%+)	536	536
Average number of characteristics mentioned (excluding 'don't know'/'nothing')	2.0	3.0

† Percentages add to more than 100 because some informants gave more than one answer

Other characteristics most frequently mentioned reflected the intense concentration required of deaf people when communicating. The public noticed the way the deaf concentrated on the face or lips of the speaker, or tilted an ear towards the speaker. One informant said:

They watch you more intently than people who can hear it's a strain to them, they must have to concentrate on what you're saying.

Another explained:

The concentration - their eyes would be on your lips all the time ...

These, and other answers were included in categories four, six and seven which were each mentioned by one fifth or more of those interviewed.

Categories eight, nine and ten concern the public's view of how deaf people respond to conversation that has been misinterpreted or not heard. For example:

When you're talking to deaf people they often come out with something not to do with the conversation.

They answer off point . . . when I talk to the man next door and say 'It's a nice day' - he might answer 'I'm just spraying the greenfly'.

They say 'pardon' or 'what' or ask me to speak louder.

You've always got to repeat yourself.

All the responses discussed above are things which people do when involved in conversation which is difficult to understand or hear and therefore do not only characterise deaf people. That deaf people speak differently from hearing people was mentioned quite frequently - by 28 per cent of those interviewed. However, it will be shown in a later section that, for the majority of people, 'speak differently' meant louder than hearing people which again is not exclusively characteristic of the deaf.

Not unexpectedly, quite a large proportion of the people interviewed, over one third, mentioned hearing aids.

Although most of the other categories in the table were infrequently mentioned, they are shown to illustrate that very small proportions of the public attributed these characteristics to the deaf. For example only two per cent said the deaf have physical peculiarities, three per cent that they are aggressive or excitable, and seven per cent that the deaf 'grimaced' or 'scowled'.

In summary then, while there were a few characteristics mentioned by large numbers of informants which may be peculiar to the deaf, such as hearing aids and speech differences, generally only small numbers mentioned things which could not be said to apply to people in general. Otherwise, many of the characteristics mentioned could be considered exaggerations of behaviour which is common to everyone and not peculiar to deaf people.

To examine the general picture of the deaf, the most frequent combinations of characteristics were explored. Obviously, a general description will derive from those characteristics most frequently mentioned, notably those numbered 1 to 6 in Table 4.1. Seventy two per cent of those interviewed cited two or more characteristics. The most common pairs of characteristics are shown in Table 4.2. Combinations of three categories could not be explored since, although the average number of characteristics mentioned was three, 46 per cent gave less than three and therefore could not be included in the analysis. Also, when looking at combinations of three or more characteristics the largest proportion of people who mentioned any particular combination was only seven per cent.

The characteristics of deaf people most frequently mentioned together were their lack of response to

Table 4.2 Characteristics of the deaf most frequently mentioned together

	%
Lack of response to sounds/wear aid	18
Lack of response to sounds/speak differently	11
Wear aid/turn ear	11
Lack of response to sounds/turn ear	10
Wear aid/speak differently	10
Lack of response to sounds/looks blank	9
Lack of response to sounds/stare	9
Base (= 100%†), those who cited two or more characteristics of the deaf	386

† These percentages do not add to 100 as only the most frequently mentioned pairs of characteristics are shown

sounds or attempts at communication and their hearing aids. Eighteen per cent of those naming two or more characteristics mentioned both of these points in their answers.

Other characteristics most frequently mentioned in combination with the deaf's lack of response were the speech differences of the deaf person, the tilt of the head as the deaf turn their good ear to the speaker, their blank, confused or bewildered facial expressions, and the intense concentration shown on their faces when listening to conversation. Each of these combinations was mentioned by about one tenth of those describing two or more characteristics of deaf people.

Two other pairs of characteristics also each received mention by about one tenth; the wearing of hearing aids mentioned in combination with the turning of the good ear to the speaker, and the wearing of hearing aids with the speech differences of the deaf.

This analysis has shown that there was no combination of three or four characteristics that stood out in a majority of people's minds. Various combinations of the six characteristics shown in Table 4.2 were used more often than others to describe deaf people, but no common stereotype can be said to have existed for those interviewed.

4.2 Use of hands by deaf people

Few people, some seven per cent, spontaneously suggested that deaf people use their hands more than hearing people. However, when the proposition was put to them that:

'Some people think that deaf people use their hands when talking more than people who can hear properly. Would you say that was true or not?'

Fifty one per cent agreed that deaf people did use their hands more in conversation.

Relatively few people, 12 per cent, said this was because the deaf were using sign language. Most people said the deaf used their hands more when talking in order to explain themselves better, to help express themselves, or to point. Five per cent offered other explanations which included:

To touch you to get your attention.

To cup their ear to catch the sound better.

The results are shown in Table 4.3.

Table 4.3 Use of hands by deaf people in conversation

Whether deaf people use their hands more when talking	Proportion of all informants
	%
No	41
Don't know	8
Yes/Some - for:	
Sign language	12
To help express themselves/explain better/point	44
Other answers (including don't know)	5
	51*
Base (= 100%)	536

* Sub-group percentages add to more than 51 as some informants gave more than one answer.

4.3 Distinguishing characteristics of the voice or speech of deaf people

Over one quarter of those interviewed suggested, without being asked directly, that a deaf person's speech was different and was variously described as 'louder', 'slower', 'slurred', 'monotonous' and 'queer' by some. When asked directly:

'Would you say that a deaf person's voice or speech differs from that of someone who can hear properly?'

nearly nine tenths said that the voice or speech differed, though one tenth said this depended on the extent of deafness. Table 4.4 lists what the public thought were distinguishing characteristics of the voice or speech of deaf people. One half of those interviewed thought the deaf spoke louder or that they shouted. One third mentioned that the speech was distorted in some way and descriptions included, 'they can't pronounce words right', 'sounds slurred', 'they have difficulty with vowel sounds', 'they stutter', 'have a speech impediment', 'guttural', 'seems to be at the back of the throat'. About one eighth described the deaf person's voice as 'dull', 'toneless', 'flat' or 'expressionless', and about the same proportion described the voice as softer, or quieter. Slightly fewer said it was slower, or that the pitch or timbre of the deaf person's voice was different.

Table 4.4 Distinguishing characteristics of the voice or speech of deaf people

Speech/voice differs?	%
No	9
Don't know	2
Yes/some/depends on degree of deafness:	
Louder/shout	51
Slurred/thick/distorted/speech impediment/guttural	32
Softer/quieter	11
Dull/toneless/flat/expressionless	12
Slower	7
Pitch fluctuates/lower or higher pitched	9
More nasal/resonant	3
Speak more clearly	3
Hesitant	3
Emphasise words more/speak deliberately	3
Other (answers)	4
Don't know/can't describe	1
	89*

Base (= 100%) 536

* Sub-group percentages add up to more than 89 as some informants gave more than one answer.

Informants who had contact only with the totally deaf were more likely to have described deaf people's speech as nasal and slurred than were those who had contact only with the partially deaf. They were also more likely to have described the deaf person as having a blank expression and exaggerated mouth movements.

4.4 Rated characteristics

An attempt was made to explore, through rating scales, to what extent various personality and behavioural characteristics were associated with deafness. The structure of this question enabled people to select characteristics they associated with the deaf which might not have arisen spontaneously at the open questions. Taken together these characteristics could help to produce a picture of the ways in which, and the extent to which, the public see the deaf as different from people in general.

The illustration below shows the profile of deaf people arrived at from the average scores for each scale.

Profile of deaf people

		Points on rating scale								
		1	2	3	4	5	6	7		
Withdrawn					X					Sociable
Excitable						X				Calm
Insecure					X					Confident
Vacant-looking						X				Alert-looking
Noisy						X				Quiet
Demanding							X			Self-reliant
Clumsy							X			Well-coordinated
Vague							X			Precise
Shunned								X		Respected

For a large majority of the public neither characteristic at opposite ends of a scale was associated with deaf people to a greater extent than people in general. In other words the public do not seem to regard the deaf as particularly withdrawn, excitable, vacant-looking, noisy, demanding, clumsy, vague or shunned. But slightly higher proportions do regard the deaf as insecure.

People were also asked to judge the validity of statements each of which described deaf people in a discriminatory way. These statements were included in a

Table 4.5 Assessment of the validity of discriminatory statements about deaf people

Question 18 statements	Certainly true	Probably true	Neither true nor false	Probably false	Certainly false	Base (= 100%)*
Deaf people seem generally less intelligent than hearing people..... %	2	14	10	21	53	524
Deaf people seem to have more than the usual number of other physical complaints..... %	2	12	18	33	35	477
Deaf people frequently seem to behave rather oddly... %	5	22	18	25	30	513

* Bases vary because of varying number of 'don't knows' and 'no answers' for each statement.

list with others and informants were asked to say whether they thought each was certainly true, probably true, neither true nor false, probably false or certainly false. The extent to which the statements were accepted as true or rejected as false would be a measure of the extent to which the public see deaf people as different from hearing people.

As Table 4.5 shows, the statements were most frequently rejected as false. Thus the statement that:

'Deaf people seem generally less intelligent than hearing people'

was rejected by 74 per cent of the public as false. That:

'Deaf people seem to have more than the usual number of other physical complaints'

was rejected as a false statement by 68 per cent. Fifty five per cent of the public thought it was not true that:

'Deaf people frequently seem to behave rather oddly.'

However, the statements were not rejected by everyone. It must be remembered that an appreciable minority did think that deaf people are generally less intelligent than hearing people, have more than the usual number of other physical complaints or frequently seem to behave rather oddly.

Since people's answers to these three statements were reasonably well correlated, the statements were combined to form a scale. Because the statements expressed negative attitudes, acceptance of any of the statements as certainly or probably true was taken as reflecting a negative attitude towards deaf people. Those people

whose answers reflected a negative attitude on all three statements were at the most negative end of the scale; those whose answers indicated a negative attitude on any two statements formed the next group on the scale; those who were negative on any one statement were next, and the rest formed the group with positive attitudes towards deaf people. The results of grouping answers in this way are shown in Table 4.6.

Not unexpectedly, very small proportions of people were consistently negative. Only three per cent thought all three statements were true, and 11 per cent thought two statements were true. Nearly one quarter thought one of the statements was true. Three fifths, however, did not think that any of the three statements were true. These three groups of people are also different in the way they rated other aspects of deafness and deaf people's activity, discussed later in Chapter 6.

Table 4.6 Scale of negative attitudes towards deaf people as measured by statements about their intelligence, behaviour and physical complaints

Response to the three statements*	
	%
Negative response to all three	3
Negative response to two	11
Negative response to one	24
Positive or neutral to all	62
Base (= 100%)	531

*Question 18 statements:

5 Deaf people seem generally less intelligent than hearing people.

8 Deaf people seem to have more than the usual number of other physical complaints.

11 Deaf people frequently seem to behave rather oddly.

5 Acceptance and tolerance of deaf people

The questions discussed in this chapter asked the public whether they thought deaf people tried to hide their deafness and what they imagined were the associated difficulties that cause deaf people to do this. Other questions explored the extent to which people acknowledged any awkwardness when talking to deaf people, and their reactions to contact with the deaf.

5.1 Hiding deafness

People were asked:

'Do you think that deaf people try to hide the fact that they are deaf?'

If the answer to this question was 'yes', they were asked to estimate the proportion of deaf people they thought tried to do this. The same people were then asked:

'What do you think are the reasons people try to hide their deafness?'

Table 5.1 shows that two thirds of the public thought that deaf people try to hide their deafness. Forty seven per cent thought this was true of one half or more of deaf people.

Table 5.1 Estimates of the proportion of deaf people who try to hide their deafness

Do you think that deaf people try to hide the fact that they are deaf?	%
No	28
Don't know	3
Yes: Proportion of deaf people who try to hide their deafness:	
All	2
About three quarters	21
A half	24
A quarter	10
Less than a quarter	5
Don't know	7
Base (= 100%)	532

The reasons given by those who thought deaf people tried to hide their deafness are shown in Table 5.2. Informants' answers varied in explicitness and this is reflected in the way they have been categorised. For example, some thought deaf people tried to hide their deafness out of embarrassment, shyness or self-consciousness. Others thought the same but went on to give reasons for the embarrassment; in these latter cases it is this further explanation which has been categorised. Sometimes a number of factors were thought to cause embarrassment and so each of these were assigned to the appropriate category. Otherwise, where no specific reasons for embarrassment were given the answer appears in the first category; embarrassed, shy, self-

conscious, no further explanation. So, for example, a response of:

Self-conscious, they are not perfect, or feel they are not, and don't like to admit it

was included in the category 'don't want to appear different'. A response of:

Don't really know, perhaps they're embarrassed

fell into the first category in Table 5.2.

Table 5.2 Reasons for hiding deafness

	%
1 Embarrassed/shy/self-conscious - no further explanation	20
2 Don't want to appear different/like to be normal	52
3 Fear of being made an object of fun	10
4 Hearing people are unsympathetic/impatient/shun them	11
5 Vanity/pride	23
6 Fear job prospects may be jeopardised	6
7 Don't want to admit to growing old	5
8 Other answers	6
9 Don't know	3

Base (= 100%[†]) those who thought deaf people try to hide their deafness 359

[†] Percentages add to more than 100 because some informants gave more than one answer.

Over one half of those who thought deaf people tried to hide their deafness suggested that this was because they 'like to be normal' or 'don't want to appear different', as is illustrated by the following replies:

It's just natural they don't want people to know, everyone wants to be normal, doesn't they?

Anybody with a disability does not like to advertise it... because people don't like being abnormal.

I think they don't like to appear different from anyone else.

Nearly one quarter considered that pride or vanity led people to conceal deafness. Discriminatory actions of the public towards deaf people were also thought to play a part in the hiding of deafness; for example, one tenth gave reasons related to the deaf person's fear of being made an object of fun, and one tenth the hearing person's unsympathetic or impatient reactions to deaf people. One fifth of those who thought that deaf people try to hide their deafness mentioned embarrassment, shyness or self-consciousness without elucidating this further.

5.2 Reactions to contact with the deaf

Informants were read the list of statements shown in Table 5.3 and for each one were asked the extent to which they agreed or disagreed with it. The statements

expressed both positive and negative attitudes towards contact or communication with deaf people.

It will be noted that none of the statements express strongly derogatory attitudes to contact with the deaf; the general impression from the answers is, therefore, of a high level of public sympathy for deafness. It has to be appreciated that in an interview situation members of the public do not respond in ways which they think will show themselves in a poor light to the interviewer; this was confirmed by informants' almost unanimous rejection of more extreme statements which were included in the pilot trial. While it can safely be concluded that the public are not prepared to admit to a lack of sympathy with the deaf, the main interest in the answers to the statements shown in Table 5.3 is not in the general level of sympathy expressed but in the variation in answers to the different statements and the problems in contact with the deaf revealed by them.

While people generally expressed positive attitudes to contact and communication with deaf people, there was a small proportion who did acknowledge some awkwardness when talking to deaf people; nine per cent admitted to feeling self-conscious, 19 per cent to being embarrassed and slightly more to being irritated or impatient. Quite high proportions of people acknowledged some inadequacy – either generally when dealing with deaf people or specifically in relation to their lack of knowledge about deafness.

When the consistency with which people responded to these positively and negatively worded statements was explored the intercorrelations produced were rather low. This shows, not surprisingly, that in some cases people expressed both positive and negative attitudes about deaf people. That is, one may feel sympathetic towards deaf people and help them whenever possible, but this does not exclude the possibility of finding it embarrassing to talk to deaf people in public, or of getting impatient with them because of problems of communication. However, four of the most negative statements – those referred to above – were responded to fairly consistently (that is, these statements had the highest intercorrelations – coefficients of the order of

O.4). The answers to these four statements were summarised to form a scale such that people whose answers reflected a negative attitude on all four statements – by agreement with all four – were at one extreme; those whose answers indicated a negative attitude on any three formed the next group; and so on. People whose answers to all four statements indicated a positive or neutral attitude towards contact were at the other end of the scale. The results of grouping answers in this way are shown in Table 5.4. As would be expected from the distribution of answers to the individual statements, the largest group were those who were positive or neutral about contact with deaf people. Very small proportions of people were consistently negative; only three per cent

Table 5.3 Degree of agreement with statements about contact with deaf people

Question 13 statements	Agree strongly	Agree slightly	Neither agree nor disagree	Disagree slightly	Disagree strongly	Base* (= 100%)
1 I feel sympathetic towards deaf people, and help them whenever possible.....%	67	22	7	3	1	532
2 I don't mind talking to deaf people, but I find them hard going.....%	23	44	6	14	13	532
3 I find it embarrassing to talk to deaf people in public.....%	6	13	7	18	56	531
4 I am more considerate in dealing with deaf people than with hearing people.....%	38	33	19	6	4	521
5 I try to avoid talking to deaf people as it makes me feel self-conscious.....%	2	7	8	18	65	526
6 I would treat deaf people in the same way as I would treat anyone else.....%	67	15	5	11	2	533
7 I get impatient in dealing with deaf people because it takes so long to get through to them.....%	3	23	6	19	49	525
8 I feel inadequate in dealing with deaf people.....%	9	24	7	21	39	519
9 I find deaf people irritating as conversation with them is so difficult.....%	4	18	8	25	45	527
10 I find deaf people generally more friendly and easier to talk to than hearing people.....%	16	18	37	19	10	508
11 I find it easier to talk to deaf people if I know in advance they're deaf.....%	48	31	8	8	5	528
12 I don't know enough about deafness to know how to talk to deaf people.....%	26	25	12	18	19	525

* Bases vary because of varying number of 'don't knows' and 'no answers' for each statement.

responded negatively on all four statements, and five per cent on all but one.

Table 5.4 Scale of negative attitudes towards contact with deaf people as measured by statements concerning embarrassment, self-consciousness, impatience and irritation

Response to the four statements*		
	%	
Negative response to 4	3	} very negative
Negative response to 3	5	
Negative response to 2	11	} somewhat negative
Negative response to 1	26	
Positive or neutral to all	55	} positive
Base (= 100%)	529	

* Question 13 statements.

3 I find it embarrassing to talk to deaf people in public.

5 I try to avoid talking to deaf people as it makes me self-conscious.

7 I get impatient in dealing with deaf people because it takes so long to get through to them.

9 I find deaf people irritating as conversation with them is so difficult.

There was no clear association between informants' educational levels and their position on this scale; nor was having contact with the deaf or not related to their scale position.

5.3 Attitudes to contact with the deaf related to views on other aspects of deafness

When people's attitudes toward contact and communication with the deaf were compared with their views about other aspects of deaf people's lives, some interesting results emerged. In Table 5.5 the public's perception of whether deaf people try to hide their deafness is compared with their own reactions to contact with the deaf. The more negative informants were in their attitudes towards contact with the deaf the more

likely they were to think that deaf people try to hide their deafness.

Table 5.5 Attitudes to contact with deaf people, related to whether the deaf are seen as trying to hide their deafness

Do you think that deaf people try to hide the fact that they are deaf?	Scale of negative attitudes to contact*		
	Very negative	Somewhat negative	Positive
	%	%	%
Yes/some do	79	76	65
No	21	24	35
Base (= 100%)	42	190	283

The relationship between understanding of the limitations of hearing aids and attitudes towards contact with the deaf is shown in Table 5.6. People with more positive attitudes towards contact with the deaf were more likely to understand the limitations of hearing aids than were those with negative attitudes.

Table 5.6 Attitudes to contact with deaf people, related to overall understanding of the limitations of hearing aids

Overall understanding of the limitations of hearing aids†	Scale of negative attitudes to contact*		
	Very negative	Somewhat negative	Positive
	%	%	%
None	16	14	8
Very little	35	19	20
Some	26	28	32
All	23	39	40
Base (= 100%)‡	31	138	226

* See Section 5.2 for explanation of scale.

† See Section 3.5 for explanation of scale.

‡ Excludes all who answered 'don't know' to questions 9, 10 or 11.

6 Awareness of deaf people's participation in social, leisure and everyday activities

The questions discussed here explored the general public's awareness of the disadvantages that deaf people have in coping with different aspects of their daily lives. Do the public realise the extent to which everyday activities and social relationships are dependent on auditory information?

6.1 Recognition of practical difficulties

The public's recognition of difficulties experienced by deaf people was explored by asking them to judge the validity of a list of statements. Informants were asked to assess each statement as certainly true, probably true, neither true or false, probably false or certainly false.

Some statements proposed real practical difficulties arising from the dependency of certain activities on verbal or aural communication over which deaf people have little control. The answers to these statements, shown in Table 6.1, suggested that the public were aware of many of the practical difficulties deaf people have. For example, 87 per cent accepted as certainly or probably true, the statement:

'Deaf people face more hazards in travelling and getting about than hearing people.'

Similarly, 81 per cent of people thought it true that:

'Deaf people have more problems in banks, post offices and shops than hearing people.'

Fifty three per cent accepted as true that:

'Deaf people are less likely to take part in sports and games than hearing people.'

In contrast few people acknowledged difficulties around the home, possibly because they are less obvious. Only 32 per cent of the public thought it was true that:

'Deaf people have more difficulty in coping with everyday activities around the home than hearing people.'

Other statements described more general problems concerning social relations and interests of deaf people. These are shown in Table 6.2. There seemed to be much awareness of the difficulties deaf people may have with social relationships. Eighty one per cent of the people interviewed thought it was true that:

'Deaf people feel very isolated because of the problems they have communicating.'

Sixty per cent recognised that:

'Deaf people have more difficulty getting on with people at work than hearing people do.'

Table 6.1 Assessment of the validity of statements about practical difficulties of deaf people

Question 18 statements	Certainly true	Probably true	Neither true nor false	Probably false	Certainly false	Base* (= 100%)
6 Deaf people face more hazards in travelling and getting about than hearing people%	48	39	5	4	4	531
9 Deaf people have more problems in banks, post offices, and shops than hearing people%	30	51	3	11	5	529
4 Deaf people are less likely to take part in sports and games than hearing people%	14	39	9	21	17	512
3 Deaf people have more difficulty in coping with everyday activities around the home than hearing people%	10	22	9	31	28	525

* Bases vary because of varying number of 'don't knows' and 'no answers' for each statement.

Table 6.2 Assessment of the validity of statements about social relations or interests of the deaf

Question 18 statements	Certainly true	Probably true	Neither true nor false	Probably false	Certainly false	Base* (= 100%)
1 Deaf people feel very isolated because of the problems they have communicating%	28	53	5	11	3	529
10 Deaf people have more difficulty getting on with people at work than hearing people do%	17	43	11	19	10	525
7 Deaf people are unable to keep up with what's going on in the world through the news media%	7	20	10	27	36	527
2 Deaf people seem to have fewer interests than hearing people%	6	26	17	29	22	521

* Bases vary because of varying number of 'don't know' and 'no answers' for each statement.

Most people rejected the view that deaf people are unable to keep up with the news or have fewer interests. For example, 63 per cent of the public thought it was not true that:

'Deaf people are unable to keep up with what's going on in the world through the news media.'

This might be, as will be shown later, because many people did not appreciate the limitations for deaf people of the most popular news media—television, or they may have had in mind that the deaf could 'keep up' by reading newspapers. Similarly, 51 per cent did not believe that:

'Deaf people seem to have fewer interests than hearing people.'

6.2 Social relations

People were asked:

'Would you say that deaf people go out to clubs, pubs and parties to the same extent, more, or less than hearing people?'

Those who answered 'less' were asked to give their reasons for thinking that. Clubs, pubs and parties were chosen as examples because they are places where leisure time may be spent in noisy group situations which pose problems for deaf people trying to use a hearing aid, lip read or just keep up with general conversation.

The general public's ratings of the extent to which deaf people go out to clubs, pubs and parties compared with hearing people is shown in Table 6.3. Deaf people were rated as going out more often or to the same extent as hearing people by two per cent and 39 per cent of the public respectively. However, just over one half of the public said that deaf people go out less often and the reasons they gave for this are shown in Table 6.4.

Forty nine per cent of those who rated the deaf as going out less often said this was because of the embarrass-

Table 6.3 Assessment of the extent to which deaf people go out to clubs, pubs and parties in comparison with hearing people

	%
More	2
To the same extent	39
Less	52
Don't know	7
Base (= 100%)	537

Table 6.4 Reasons given for deaf people going out less than hearing people

	%
Embarrassed/self conscious because of communication problems or handicap	49
Can't take part in conversation/mix out on the atmosphere/noise level too high for conversation	39
Less sociable/withdrawn/avoid people/contact with strangers	26
Others avoid them/leave them out of conversation/don't invite them out	20
Difficulty travelling/using public transport	5
Other answers	8
Base (= 100%), those who thought deaf people go out to clubs, pubs and parties less than hearing people	269

ment resulting from communication difficulties or their handicap. As one person explained:

Because a lot of them would feel embarrassed, they can't hear so well, so it puts them off.

A further 39 per cent gave communication difficulties per se, without any mention of embarrassment. These people indicated that they understood the problems for deaf people in the situations in question. For example:

The general noise level is too high... can't cope as well as other people in large gatherings.

You can't mix the same... join in conversation or discussions the same because you can't follow what's going on.

One quarter of those explaining why deaf people go out less often said this was because deaf people were generally less sociable anyway or preferred contact with people they knew. The discrimination of others against the deaf was mentioned by one fifth:

People are apt to avoid them.

It's harder for them to mix for they feel that some people just ignore them.

They know they can be an embarrassment to people at times.

Very few people, only five per cent, thought deaf people went out less often because of the difficulty of coping with traffic and public transport.

The reasons informants gave for deaf people going out less often than hearing people reflected somewhat negative assessments of deaf people's characteristics and behaviour in relation to contact and communication with others, or negative reactions of others towards the deaf. Therefore it might be expected that those whose answers demonstrated negative attitudes towards deafness and deaf people would be more likely to think that deaf people go out less often. Similarly, since the reasons some informants gave demonstrated an awareness of the communication difficulties for the deaf at clubs, pubs and parties, it is possible that those whose answers indicated an awareness of problems and practical difficulties for the deaf would also rate the deaf as less likely to go out to clubs than hearing people. Confirmation for both these hypotheses is shown in the summary Table 6.5.

For example, 59 per cent of people who thought it true that:

'Deaf people feel very isolated because of the problems they have communicating'

also thought deaf people go out to clubs, pubs and parties less often than hearing people, compared with 36 per cent who thought the statement false. Similarly, 64 per cent of people who thought it true that:

'Deaf people have more difficulties in coping with everyday activities around the home than hearing people'

also thought that deaf people go to clubs, pubs and parties 'less' than hearing people. This compares with 48 per cent of those who thought the statement false.

It can be seen also that higher proportions of people who rated the deaf more negatively on some characteristics on the rating scales thought deaf people go out less often than people who rated them more positively in relation to people in general.

Table 6.5 Assessment of the extent to which deaf people go out to clubs, pubs and parties, related to attitudes to other aspects of deafness

Proportion who thought deaf people go out less often to clubs, pubs and parties than hearing people				Base (=100%)
(i) Validity of statements:				
Deaf people feel very isolated because of the problems they have communicating*	TRUE	%	59	398
	FALSE	%	36	70
Deaf people seem to have fewer interests than hearing people*	TRUE	%	64	162
	FALSE	%	51	249
Deaf people have more difficulty in coping with everyday activities around the home than hearing people*	TRUE	%	64	154
	FALSE	%	48	294
(ii) Rating scales				
More sociable		%	54	158
More withdrawn		%	61	262
More confident		%	44	89
More insecure		%	64	300
More respected		%	50	159
More shunned		%	64	196
Scale of negative attitudes towards:				
(iii) Contact				
with deaf people†	very negative	%	76	42
	somewhat negative	%	60	178
	positive	%	48	272
(iv) Intelligence behaviour and physical complaints of deaf people‡				
	very negative	%	68	73
	mixed negative	%	57	119
	positive	%	50	302

* See Table 5.3 for details.

† See Section 5.2 for explanation of scale.

‡ See Section 4.4 for explanation of scale.

In addition, people who had more negative attitudes to contact with deaf people were more likely than those with a positive attitude to think that deaf people go out less often. For example, 76 per cent of people with a very negative attitude, compared with only 48 per cent of people with a positive attitude to contact, thought deaf people go out less often to clubs, pubs and parties than hearing people.

6.3 Enjoyment of television

People were asked:

'Would you say that deaf people can enjoy watching TV to the same extent, more or less than hearing people?'

As Table 6.6 shows, 45 per cent seemed to have no appreciation of the limitations of television for the deaf; 35 per cent said deaf people could get the same enjoyment from television as hearing people and eight per cent thought deaf people could get more enjoyment while two per cent did not know.

Table 6.6 Enjoyment of television by deaf people

Compared with hearing people deaf people can enjoy television	%
Less	55
To the same extent	35
More	8
Don't know	2
Base (=100%)	536

Table 6.7 shows that people with greater understanding of the limitations of hearing aids were more likely to rate deaf people's enjoyment from television as 'less' than that of hearing people. Sixty four per cent of people who understood all the limitations of hearing aids thought deaf people get less enjoyment from television than hearing people do, compared with only 44 per cent of people who had very little or no understanding of the hearing aid's limitations. Similarly, people who thought that:

'Deaf people feel very isolated because of the problems they have communicating'

were more likely to rate their enjoyment of television as less than that of hearing people than were those who thought the statement false. The same was so of people who thought it was true that:

'Deaf people seem to have fewer interests than hearing people'

compared with those who thought this statement false.

Table 6.7 Assessment of enjoyment of television by deaf people, related to attitudes to other aspects of deafness

Proportion who thought deaf people get less enjoyment from television				Base (=100%)
Summary of relationships:				
Overall understanding of the limitations of hearing aids*:	none or very little	%	44	123
	some	%	59	118
	all	%	64	152
Validity of statements:				
Deaf people feel very isolated because of the problems they have communicating	TRUE	%	59	424
	FALSE	%	45	71
Deaf people seem to have fewer interests than hearing people	TRUE	%	64	164
	FALSE	%	50	263

* See Section 3.5 for explanation of scale.

7 Work

Preceding chapters have discussed aspects of deaf people's appearance and behaviour in face to face communications. But assessment of people also takes into account their functioning in important areas such as work and the family. This chapter considers the public's views on deaf people in the world of work and examines their appreciation of the employment capabilities or limitations of deaf people.

7.1 Kinds of job

All those interviewed were asked:

'Would you say that on the whole, deaf people have different kinds of jobs from people who can hear properly?'

If the answer to this was 'yes' or a qualified answer, those people were then asked two open questions about the kinds of jobs for deaf people. Firstly:

'Are there any kinds of jobs that would be particularly suitable for deaf people?'

and then:

'Are there any kinds of jobs that deaf people could not do?'

The general public's assessment of whether deaf people have different jobs or not from those of hearing people is shown in Table 7.1. Thirty nine per cent thought there were no differences. Eleven per cent said they did not know if deaf people held different jobs. Fifty per cent went on to describe the differences in the kinds of jobs deaf people had.

Table 7.1 Whether deaf people thought to have different kinds of jobs

Whether kinds of job are different from jobs for hearing people?	%
No, not different	39
Yes, different	41
Only different for some	9
Don't know	11
Base (= 100%)	537

Some people gave only a general description of the type of work deaf people could or could not do, some gave only occupation titles, while others gave both types of answer. Because, in the latter case, it was often impossible to tell whether the titles given were illustrations of the general description or further examples, both the descriptions and the occupation titles were coded.

The kinds of jobs thought to be particularly suitable for deaf people are shown in Table 7.2.

Table 7.2 Kinds of jobs thought to be particularly suitable for deaf people

	%
General description of kinds of work:	
Hearing not essential/no contact with people	34
Noisy environments - deaf not bothered by noise	8
Use their hands/manual work	22
Work by themselves/on their own initiative	8
Specific occupations/job titles:	
Office work/clerical-figure work/writing	37
Skilled, repetitive manual work - not noisy	31
Factory work/assembly line/machine work - noisy	25
Other answers	9
Don't know	22
Base (= 100%), those who thought deaf had different jobs	263

One third of the answers mentioned jobs where hearing is not essential or where there is no contact or necessary communication with other people. Much smaller proportions of the answers covered jobs where the deaf people could work by themselves or which were in a noisy environment, eight per cent in each case. One fifth described jobs in which deaf people could use their hands. Not unexpectedly, because of the way people's answers were coded, these general descriptions were also reflected in the specific occupations which were most frequently mentioned. Over one third of the answers covered clerical or desk jobs or those where figure work or writing predominated rather than verbal communication, such as journalist, typist, accountant or librarian. Just under a third were skilled or repetitive manual work titles such as 'watchmender', 'packer', 'hairdresser', 'cobbler' or 'driver'. One quarter of the answers included those occupational titles which reflected work in a noisy environment such as 'factory worker' or 'assembly line worker'. One fifth of those who thought deaf people's jobs were different said, however, they did not know of any jobs that were particularly suitable for the deaf.

The kinds of jobs which it was thought deaf people could not do are shown in Table 7.3. Not surprisingly, the most frequent general description of kinds of work that deaf people could not do was the reverse of that most frequently mentioned as particularly suitable for the deaf. Fifty eight per cent of the general descriptions involved work where hearing would be essential or which involved contact with the public. A further 16 per cent concerned work where hearing was necessary for

safety reasons, as illustrated by the following two answers:

A lot of jobs wouldn't be safe if they couldn't hear properly.

If really deaf, it would be bad to allow them where there's danger where you need your hearing.

Table 7.3 Kinds of jobs which it was thought deaf people could not do

	%
General descriptions of kinds of work:	
Hearing essential/any contact with public	58
Hearing/communication essential – safety reasons	16
Specific occupations/job titles:	
Telephonist/radio operator/audio typist	46
Shop assistant/barmaid/air hostess	35
Teacher/nurse/doctor/lawyer/politician	19
Factory worker/assembly line/machine worker	16
Police/traffic warden/armed forces/pilot/train driver	14
Bus/lorry/van driver	13
Musician/job involving music	5
Other answers	16
Don't know	9
Base (= 100%) those who thought deaf had different jobs	263

Obvious examples of occupations where hearing is essential or where there is contact with the public were most commonly mentioned. Forty six per cent of those who described job differences mentioned jobs involving audio equipment such as telephonist, audio typist, radio operator or aircraft controller. Thirty five per cent of them mentioned occupations such as shop assistant, receptionist, waiter or bus conductor. Nearly one fifth of those describing jobs that deaf people could not do mentioned titles which were professional occupations heavily dependent on communication, and one sixth mentioned skilled or semi-skilled jobs with machinery. Fourteen per cent mentioned jobs where medical tests would prohibit entry to the deaf such as armed forces, police work or flying. Thirteen per cent of those answering the question thought the deaf could not become drivers of vehicles including buses, lorries, vans or taxis. All the occupations mentioned were the sorts of jobs from which it would be reasonable to expect the deaf person to be excluded, or to have more difficulties with than the hearing person.

7.2 Promotion prospects

The 50 per cent who thought the deaf had different jobs (Table 7.1) had in most instances made fairly realistic distinctions, and a further 39 per cent thought the deaf on the whole did not have different jobs. Despite this, two thirds thought that the promotion prospects for the deaf would be worse than those of hearing people. This was in response to the question:

'Would you say that, compared with people who can hear properly, the promotion prospects for the deaf people are the same, better or worse?'

As Table 7.4 shows, 30 per cent of the public said their promotion prospects were the same or better. It is possible that some informants answered 'same' or 'better' because they set this within the context of the jobs they had thought particularly suitable for the deaf given in answer to the previous question. However, only

Table 7.4 Assessment of promotion prospects for deaf people compared with people who can hear properly

Promotion prospects for deaf people are:	%
Better	1
The same	29
Worse	65
Don't know	5
Base (= 100%)	537

those answering 'worse' were asked to give reasons for their comparative assessment.

Those who felt the promotion prospects for the deaf were worse identified employer prejudice and various problems of communication as mainly responsible for this. These reasons each accounted for two fifths of their answers. Prejudice was thought to operate when:

With two candidates of same ability the one with perfect hearing will get the promotion rather than the deaf person. A deaf person has to be a little better to win.

There's always that element of doubt as to whether they can do the job as well. They can, but there's always that element of doubt.

Considered a disability, therefore a deaf person has less chance of being considered.

The communication problems which affected the deaf person's promotion prospects were thought to arise because:

They can't telephone other business people. You would have to deal with other people which may prove difficult... because of having to converse and use the telephone.

Probably because they're not so good at communication, not so forceful verbally.

One fifth of the reasons related to the problems of being a supervisor and having added responsibility (Table 7.5). For example:

Management would be a disadvantage to deaf people because they find it so difficult to cope... they would have people coming to them with problems and there would be the communications difficulty.

They wouldn't be acceptable, not easy to be over someone. If you've got staff, how can you communicate?

Table 7.5 Reasons for poorer promotion prospects for the deaf

	%
Prejudice/a disability/hearing person preferred	44
Communication difficulties at meetings/with clients	43
Problems of supervising/having more responsibility	20
Mishearing leads to wrong orders/mistakes/accidents	7
Other answers	12
Don't know	3

Base (= 100%), those who thought promotion prospects were worse for the deaf

344

Very few of the answers related to the deaf being limited in the types of work they can do, or in jobs where there are no promotion prospects. These form part of the 12 per cent of 'other' answers in the table.

7.3 Perceptions of work and promotion prospects for the deaf related to other characteristics of informants
The relationship between informants' characteristics, knowledge and experience and their attitudes towards work and promotion prospects for deaf people were explored.

Answers to whether deaf people had different kinds of jobs compared with hearing people varied with the amount of education received. Table 7.6 shows that higher proportions of people leaving full-time education before age 16 than those who left later thought there were no differences between jobs held by deaf and hearing people. This was true of 44 per cent of those who left before age 16 compared with 32 per cent of those who left full-time education at 16 years of age or later.

Table 7.6 Educational differences in attitudes towards jobs for deaf people

Do deaf people have different jobs?	Age left full-time education	
	Before 16	At or after 16
	%	%
No, not different	44	32
Yes, different	38	45
Only different for some	6	12
Don't know	12	11
Base (= 100%)	320	215

Among men similar differences were found with social class. Higher proportions in non-manual than manual classes thought the jobs of the deaf and hearing people were different. Sixty per cent in the non-manual classes thought this, compared with 43 per cent in the manual classes. The jobs thought to be particularly suitable for the deaf are shown separately for men in non-manual and manual classes in Table 7.7. The jobs suggested are predictably largely associated with, or reflect the different work experience of each group. For example, answers given by those in the manual classes more frequently refer to factory and manual work than do the answers of those in non-manual classes.

Table 7.7 Social class differences in men's attitudes towards jobs particularly suitable for deaf people

	Non-manual	Manual
	%	%
General description of kinds of work:		
Hearing not essential/no contact with people	44	24
Noisy environments - deaf not bothered by noise	11	13
Use their hands/manual work	21	24
Work by themselves/on their own initiative	11	9
Specific occupations/job titles:		
Office work/clerical-figure work/writing	34	31
Skilled, repetitive manual work - not noisy	26	36
Noisy factory work/assembly line/machine work - noisy	21	33
Other answers	15	11
Don't know	13	20
Base (= 100%), men who thought deaf had different jobs	61	55

These differences were not observed for women. This bears out the argument that the differences were probably associated with work experience since the social class classification is that of the head of household, which in the case of women is usually their husband or father. Similar results were found in informants' answers to which jobs they thought deaf people could not do. There was an indication, although the difference could have occurred by chance, that smaller proportions of those who had contact with deaf people at work considered there were job differences than did those people whose contact was mainly at home or socially.

The scale developed in Chapter 3 to measure people's understanding of the limitations of hearing aids proved to be a useful discriminator of attitudes towards job and promotion prospects for deaf people. It was shown in that chapter (in Table 3.14), however, that people's appreciation of the limitations of hearing aids varied with the amount of education received. That is, that more education resulted in greater appreciation. It is not surprising, therefore, to find that there were similar differences in people's attitudes towards jobs for deaf people with this scale as with varying levels of education shown in Table 7.6. As Table 7.8 shows, higher proportions of people who understood some or all of the limitations of hearing aids thought deaf people had different jobs than did those people who had little or no appreciation of the limitations. The former were also more likely than the latter group to give a definite answer or to say that, although there were no job differences generally, there were for the totally deaf, for example.

Table 7.8 Whether deaf people have different jobs, related to overall understanding of the limitations of hearing aids

Do deaf people have different jobs?	Overall understanding of the limitations of hearing aids*			
	None	Very little	Some	All
	%	%	%	%
No, not different	56	45	39	39
Yes, different	27	39	44	44
Only different for some	2	8	9	11
Don't know	15	8	8	6
Base (= 100%)†	45	83	119	153

* See Section 3.5 for explanation of scale.

† Excludes all who answered 'don't know' to questions 9, 10 or 11.

Similar differences for those people with varying levels of awareness of hearing aid limitations were found in their assessments of the promotion prospects for deaf people. The results are shown in Table 7.9. Higher proportions of people with greater understanding of hearing aid limitations rated the promotion prospects for the deaf as worse than hearing people than did those who had shown little or no appreciation of the limitations.

These results indicate that those with more education or with greater understanding of the limitations of hearing aids were more likely to be sympathetic to the employment problems or difficulties for deaf people than those with less education or understanding of hearing aids.

Table 7.9 Assessment of promotion prospects for the deaf, related to overall understanding of the limitations of hearing aids

Promotion prospects	Overall understanding of the limitations of hearing aids*			
	None	Very little	Some	All
	%	%	%	%
Better	2	—	1	1
The same	54	37	26	22
Worse	33	59	70	75
Don't know	11	4	3	2
Base (= 100%)†	45	83	119	153

* See Section 3.5 for explanation of scale.

† Excludes all who answered 'don't know' to questions 9, 10 or 11.

There was some consistency in the way informants rated deaf people on certain characteristics, their attitudes towards contact with deaf people, and their assessment of promotion prospects for the deaf.

Tables 7.10 and 7.11 show that people who rated the promotion prospects for the deaf as worse were more likely to have said that the deaf have more difficulty getting on with people at work or that the deaf are

Table 7.10 Whether the deaf have more difficulty getting on with people at work than hearing people, related to assessment of their promotion prospects

Deaf people have more difficulty getting on with people at work than do hearing people	Promotion prospects for the deaf	
	Same	Worse
	%	%
True	49	65
Neither true nor false	10	11
False	41	24
Base (= 100%)	153	347

shunned than the people who gave the deaf the same chances of promotion. Amongst those who rated the deaf's prospects of promotions as worse, 65 per cent said the deaf have more difficulty with people at work and 44 per cent that the deaf are shunned compared with 49 and 29 per cent respectively amongst people who rated promotion prospects for the deaf as the same.

Table 7.11 Rating of deaf people as shunned or respected, related to assessment of their promotion prospects

Compared with people in general deaf people are:	Promotion prospects for the deaf	
	Same	Worse
	%	%
Shunned	29	44
Neither shunned nor respected more	33	26
Respected	38	30
Base (= 100%)	149	343

Table 7.12 shows that those who rated the promotion prospects for the deaf as worse were also more likely to admit to rather negative attitudes to contact with the deaf than others.

Table 7.12 Attitudes to contact with deaf people, related to assessment of their promotion prospects*

Scale of negative attitudes to contact with deaf people	Promotion prospects for the deaf	
	Same	Worse
	%	%
Very negative	3	11
Somewhat negative	32	37
Positive	65	52
Base (= 100%)	153	345

* See Section 5.2 for explanation of scale.

8 Parenthood and Education

The questions discussed here explored whether people were aware of the problems that deafness might bring to two significant areas of life—education and parenthood.

8.1 Parenthood

The problems of bringing up children were explored from two points of view. Firstly, that of being a deaf parent, by asking:

'What about bringing up children, compared with hearing parents, would you say that parents who are deaf have the same, more, or less problems in bringing up children?'

Secondly, people were asked to consider the problems for parents of deaf children in the same way:

'Would you say that parents who have deaf children have the same, more, or less problems than parents with hearing children?'

The public's assessment of the problems for both aspects of parenthood are shown in Table 8.1. A higher proportion of the public thought there were more problems associated with being parents of deaf children than with being deaf parents. Eighty one per cent thought that parents of deaf children had more problems than other parents, whereas 69 per cent thought deaf parents had more problems bringing up children than hearing parents. Just over one quarter of those interviewed thought deaf parents had no more problems than other parents in bringing up children.

Table 8.1 Comparison of problems for deaf parents and for parents of deaf children with those of hearing parents and parents of hearing children

Problems	Problems for deaf parent	Problems with deaf children
	%	%
More	69	81
Same	26	12
Less	1	4
Don't know	4	3
Base (= 100%)	537	536

Those who recognised the additional problems of deaf parents were asked to explain what these problems were. Their answers are shown in Table 8.2. Three fifths described situations in which deaf parents could not hear children cry or make noises when in danger, up to mischief, or falling. There was a general recognition of various other difficulties of communication. In particular, one quarter of those describing the added problems for deaf parents mentioned the difficulties of

teaching the child to speak. As one informant explained:

The child learns to speak by listening to the parent. The child would be handicapped because it wouldn't be able to talk, to communicate as early as other children.

One eighth thought the extra problems for deaf parents were associated with discipline. For example:

The children can give them a bit more lip ... more cheeky. The children can answer back and the deaf parents won't hear.

Table 8.2 Descriptions of the problems for deaf parents

Can't hear children cry/falling/in danger	60
Can't stimulate verbal contact/teach child to speak	26
Problems of discipline	12
General communication problems (none of the above specified)	18
Less full parent-child relationship	12
Other answers	8
Don't know	4

Base (= 100%), those who said deaf parents had more problems than hearing parents 366

Eighteen per cent of those who thought deaf parents had more problems than hearing parents did not identify the specific problems described above but indicated that understanding and communication would generally be more difficult or frustrating. One informant said deaf people had more difficulty:

Just talking to the children and making contact generally.

Another explained:

The children would have difficulty getting the parents to understand them ... they are going to get frustrated trying to get their parents to know what they want.

One eighth of those describing particular problems for deaf parents thought that deaf parents had a less satisfying relationship with their children; deaf parents were seen as being less able or likely to share or participate in various activities, particularly leisure time activities.

Table 8.3 shows informants' descriptions of the problems for parents of deaf children. As can be seen they were rather more specific than the answers to questions about being a deaf parent. This might be because people find it easier to imagine having a deaf child than themselves being deaf.

Table 8.3 Descriptions of the problems for parents of deaf children

	%
Teaching child to talk/read	37
Discipline/teaching child right and wrong	15
General communication problems (neither of the above specified)	32
Finding suitable school/worry about education	23
Child can't hear traffic dangers/worry about child's safety	18
Parent needs more patience/child needs more attention	17
Affects relationships with other children	14
Child emotionally different	13
Have to learn sign language/get help to cope	9
Emotional problems for parents	6
Bringing child to terms with/explaining his disability	4
Other answers	5
Don't know	1

Base (= 100%), those who said parents of deaf children had more problems than parents of hearing children 430

For those who thought there were more problems for parents of deaf children than of hearing children the majority mentioned problems connected with teaching or understanding through the process of verbal communication. More than one third explained that it would be more difficult to teach the child to talk or read. Just under one sixth thought it would be more difficult to discipline deaf children. Another third of those who thought there were more problems in bringing up deaf children did not mention specific issues but described general communication difficulties similar to those cited for deaf parents. Nearly one quarter mentioned things like:

Finding a suitable school where it (the child) could be properly educated.

or other worries concerning the educational progress of deaf children compared with hearing children. Other problems concerning worries about the safety of deaf children in traffic and the extra attention and patience required of parents of deaf children were both mentioned by nearly one fifth. Small numbers mentioned various psychological or emotional problems for deaf children or for their parents.

8.2 Education

Throughout most of the interview informants were asked for their views on deaf people or those with poor hearing in general. It would have been pressing them too far to ask them at each question to give separate views on the totally deaf and the partially deaf. However, in questions about deaf children's education, it became clear at the pilot trial that a distinction had to be made between the totally deaf and the partially deaf.

Informants were asked whether deaf children should go to special or ordinary schools and their reasons for favouring the type of school named. In the process of reasoning out their choice some people shifted their position from being in favour of either special or ordinary schools to advocating some combination of both, such as special education at ordinary schools, or qualifying their answers. Nevertheless, the vast majority favoured special schools for the education of the totally deaf, and ordinary schools for partially deaf children. Tables 8.4 and 8.5 show people's selections of schools for totally and partially deaf children respectively, and in each case their position before and after reasoning

out the comparative merits of special and ordinary schools. Only eight per cent of people modified their answers in the case of the education of totally deaf children, compared with 28 per cent in the case of partially deaf children. Thus, in the end, 82 per cent thought totally deaf children should go to special schools. Fourteen per cent thought they should receive some sort of special education, and only four per cent thought the totally deaf should go to ordinary schools. However, in the case of partially deaf children, 45 per cent thought they should go to ordinary schools. A further 28 per cent favoured this provided the child could keep up. A sizeable proportion, 26 per cent, still thought that partially deaf children should receive special education in some form or other.

Table 8.4 Education for totally deaf children

	Before explaining relative merits	After explaining relative merits
	%	%
Ordinary schools	6	4
Special units at ordinary schools/both special and ordinary schools	6	14
Special schools	88	82
Base (= 100%)	536	536

Table 8.5 Education for partially deaf children

	Before explaining relative merits	After explaining relative merits
	%	%
Ordinary schools	71	45
Ordinary schools—if they can keep up	—	28
Special units at ordinary schools/both special and ordinary schools	10	10
Special schools	18	16
Don't know	1	1
Base (= 100%)	536	536

The relative merits of special and ordinary schools are shown in Table 8.6. People were asked:

'Why do you think partially/totally deaf children should go to ordinary/special schools?'

Answers which demonstrated a preference for special schools tended to fall into two groups: those which described the positive aspects of special schools and the negative aspects of ordinary schools. The former were by far the most frequently cited in the case of totally deaf children.

Fifty four per cent of people favoured special schools for the totally deaf because of the specialised teaching and 38 per cent because of the individual attention resulting from smaller classes. One fifth mentioned the benefits of special equipment; similar proportions mentioned training in speech and language and the advantages of being with other deaf children. For example, deaf children should go to special schools because:

They are with their own kind, help each other.

All the same type of children together, so no-one would feel like an outcast.

The reverse reasons were cited for why totally deaf children should not go to ordinary schools. Fifteen per cent, for example, thought that:

They are not accepted so much by other children, they'd probably make fun of them.

Nineteen per cent thought that:

If they went to ordinary (school) they wouldn't be able to listen to the teachers so they would always be behind in learning.

Similar reasons were given by those who thought that partially deaf children should go to special schools.

Table 8.6 Relative merits of special and ordinary schools for deaf children

	Totally deaf %	Partially deaf %
Relative merits of special schools		
<i>At special schools:</i>		
Teachers have special training/qualifications	54	12
Get more attention/smaller classes	38	8
Special equipment/aids	21	4
With children who are the same/won't feel odd	20	4
Taught to speak/lip read/sign language	19	3
<i>At ordinary schools:</i>		
Fall behind/can't hear	19	7
Be made fun of/others won't mix with them	15	4
They would hold others back	5	1
Other answers	5	2
Relative merits of ordinary schools		
<i>At ordinary schools:</i>		
Can hear/keep up if sit in front - have hearing aid	-	41
Learn to mix - to integrate/not segregated	9	42
Won't feel different from others	5	25
Others would learn to accept them	1	3
<i>At special schools:</i>		
Would be separated from family and friends	1	4
Other answers	1	8
<i>Base (= 100%)</i>	536	536

In describing the merits of ordinary schools most people focussed on the positive aspects of integration with

'normal' children for both partially and totally deaf children. Forty two per cent mentioned this in the case of partially deaf children and nine per cent in the case of the totally deaf. Others thought deaf children should go to ordinary schools because:

It would make them feel the same as everybody else.

They shouldn't feel as if they're a race apart.

One quarter of people interviewed mentioned reasons of this nature for favouring ordinary schools for partially deaf children. Two fifths thought that partially deaf children should go to ordinary schools anyway because they could hear.

8.3 Perceptions of problems of parenthood related to other characteristics of informants

As found before, informants with higher educational levels appeared to have a greater appreciation of the problems of deafness and deaf people. This was the case for awareness of the problems of being a deaf parent or the hearing parent of a deaf child. For example, 75 per cent of people who had been in full-time education until aged 16 or later said deaf parents had more problems than hearing parents while amongst people who left full-time education before 16 the proportion was 65 per cent. There were, however, no differences between people with different educational levels in the type of school they thought appropriate for deaf children.

It is not surprising, because of the relationship with education, that people who showed a greater understanding of the limitations of hearing aids were also more likely to recognise that there would be more problems for deaf parents and for those bringing up deaf children. Table 8.7 shows that 75 per cent of those who said deaf parents had more problems appreciated some or all of the limitations of hearing aids compared with 56 per cent who thought deaf parents had the same or fewer problems. These proportions were much the same for people's ratings of problems for parents of deaf children.

Table 8.7 Assessment of problems for deaf parents and parents of deaf children, related to attitudes to other aspects of deafness

	Problems for deaf parents		Problems for parents of deaf children	
	Same/less (+ Don't know)	More	Same/less (+ Don't know)	More
	%	%	%	%
Overall understanding of the limitations of hearing aids*				
None	19	7	27	7
Very little	25	18	17	21
Some	26	32	31	30
All	30	43	25	42
<i>Base (= 100%)</i>	131	268	81	316
Statements				
Deaf people have more difficulty in coping with everyday activities around the home than hearing people - TRUE	25	35	24	34
<i>Base (= 100%)</i>	162	364	98	427
Deaf people feel very isolated because of the problems they have communicating - TRUE				
	71	85	73	83
<i>Base (= 100%)</i>	166	367	99	432

*See Section 3.5 for explanation of scale.

The extent to which informants accepted as certainly or probably true statements concerning possible practical difficulties, isolation and other problems for the deaf was also related to their assessment of the problems of parenthood of and for the deaf. Two examples of these relationships are shown in Table 8.7. Higher proportions of those who said deaf parents and parents of deaf

children had more problems accepted as true the statements:

'Deaf people have more difficulties in coping with everyday activities around the home than hearing people.'

'Deaf people feel very isolated because of the problems they have communicating.'

9 Deafness – its rating as a disability

The set of questions to which this chapter relates aimed to determine how serious a disability deafness was seen to be by the general public in comparison with other disabilities or handicaps.

9.1 Rating of total deafness as a handicap

Before asking people to consider deafness in relation to other disabilities they were asked:

'How would you rate total deafness as a handicap?
Would you rate total deafness as a very severe, severe, moderate or mild handicap?'

The ratings obtained in this way are shown in Table 9.1.

Table 9.1 Rating of total deafness as a handicap

	%
Very severe	35
Severe	43
Moderate	17
Mild	5
Base (= 100%)	537

More than three quarters of those interviewed regarded total deafness as a severe or very severe handicap. However, more people chose to describe it as severe than chose the more extreme rating 'very severe', 43 per cent compared with 35 per cent. Less than a quarter rated total deafness as a moderate or mild handicap.

9.2 Comparison with other handicaps

People were then asked to rank six handicaps or disabilities in order, starting with the most severe down to the least severe. They were handed a shuffled pack of cards to place in order. The disabilities and handicaps to be ranked in this way were: total deafness, blindness, epilepsy, being confined to a wheelchair, losing a leg

and having a heart condition. In each case the rank 'most severe' was given a score of one, the 'next most severe' a score of two, and so on, with the least severe scored as six. The proportions of people who ranked each disability as one, two, three etc are shown in Table 9.2. The mean ranked position calculated from the scores is also given.

Blindness was by far the most frequently ranked as the most severe disability, being considered so by 70 per cent of the general public. Losing a leg was most frequently regarded as the least severe amongst the disabilities compared. However, there was less clear agreement between people about the ranking of the other disabilities. For most people there was not much to choose between being confined to a wheelchair and total deafness as the next worst disability after blindness. Similarly, there was little to choose between epilepsy and having a heart condition as the next worse after the latter two disabilities. Overall, though, the ranking of total deafness seems consistent with people's ranking in the previous question where most people thought it severe, but not very severe.

9.3 Comparison of different kinds of deafness

People were asked to choose among four different kinds of deafness which would be the very worst, the next worst and so on. As with the previous comparison, informants were given a set of shuffled cards to sort in this way. The types of deafness compared were: being born totally deaf, sudden total deafness as an adult, partial deafness, and becoming progressively more deaf with time.

Scores of one to four were assigned to the ranks and the mean scores calculated. These are shown on Table 9.3. 'Sudden total deafness as an adult' was ranked as the worst sort of deafness and to be 'born totally deaf' came

Table 9.2 Comparison of total deafness with other disabilities

Disability	Ranked position						Mean scores	Base (= 100%)
	Most severe 1	2	3	4	5	Least severe 6		
Blindness	% <u>70</u>	17	7	3	2	1	2	534
Confined to a wheelchair	% 12	23	<u>27</u>	15	16	7	3	532
Total deafness	% 7	28	<u>25</u>	19	12	9	3	532
Epilepsy	% 6	19	14	<u>18</u>	23	20	4	533
Having a heart condition	% 7	9	19	<u>23</u>	<u>23</u>	19	4	533
Losing a leg	% 1	4	9	18	<u>26</u>	42	5	532

The squares show the median positions

Table 9.3 Comparison of different kinds of deafness

	Ranked position				Mean Scores	Base (= 100%)
	Very worst 1	2	3	Least bad 4		
Sudden total deafness as an adult	% 60	34	5	1	1	535
Born totally deaf	% 38	30	13	19	2	533
To become progressively more deaf with time	% 3	32	48	17	3	534
Partial deafness	% 1	5	33	61	4	533

next. Not surprisingly, partial deafness was ranked as the least severe type of deafness.

9.4 Rating of total deafness as a handicap, related to attitudes to other aspects of deafness

Informants' assessment of the severity of total deafness as a handicap was compared to their assessment of various characteristics or problems for deaf people. For example, it might be expected that those who thought total deafness a severe handicap would be more realistic about the problems of deafness, or more negative towards deaf people, than those who thought it a moderate or mild handicap. This is explored using data shown in Table 9.4.

The general public's assessment of the validity of discriminatory statements about the intelligence, behaviour and physical complaints of deaf people is shown in the first part of the table using the scale described in Chapter 4. Higher proportions of people who regarded total deafness as severe expressed negative feelings about these characteristics of the deaf than did

those who regarded total deafness as a moderate or mild handicap—42 per cent compared with 25 per cent.

When confronted with statements describing possible difficulties or problems for deaf people, informants were more likely to accept the statements as true if they thought total deafness to be a severe handicap than if they thought it to be a moderate to mild handicap. For example, 89 per cent of those who rated total deafness as severe, accepted that it was true that:

'Deaf people face more hazards in travelling and getting about than hearing people'.

The comparable figure for people who thought total deafness was a moderate or mild handicap was 79 per cent. Similar differences were found in people's acceptance of the statement:

'Deaf people feel very isolated because of the problems they have communicating'.

Also, as the table shows, people who rated total deafness as severe were more likely to think that deaf people tried to hide their deafness or that the promotion prospects for the deaf were worse compared with hearing people.

Table 9.4 Ratings of total deafness as a handicap, related to attitudes to other aspects of deafness

		Very severe/severe %	Moderate/mild %
(i) Scale of negative attitudes towards intelligence, behaviour and physical complaints of deaf people			
Very negative		16	9
Mixed negative		26	16
Positive		58	75
Base (= 100%)		416	114
(ii) Statements of problems			
Deaf people face more hazards in travelling and getting about than hearing people	True Neither/nor False	89 3 8	79 9 12
Base (= 100%)		417	113
Deaf people feel very isolated because of the communicating	True Neither/nor False	84 4 12	73 5 22
Base (= 100%)		414	113
(iii) Social & occupational disadvantages:			
Do deaf people try to hide the fact that they are deaf?	Yes/some No	73 27	60 40
Base (= 100%)		410	110
Promotion prospects for deaf compared with hearing	Same/better Worse	27 73	49 51
Base (= 100%)		399	109

*See Section 4.4 for explanation of scale.

APPENDIX A

COMMENTS ON THE SURVEY FROM THE PANEL OF FOUR

*Joint Memorandum from the Panel of Four
Principal National Organisations
representing deaf people and their interests*

BAHOH

THE BRITISH ASSOCIATION OF THE HARD OF HEARING

BDA

THE BRITISH DEAF ASSOCIATION

NDCS

THE NATIONAL DEAF CHILDRENS SOCIETY

RNI

THE ROYAL NATIONAL INSTITUTE FOR THE DEAF

THE PANEL OF FOUR

Hon. Secretary
GORDON M. L. SMITH B.A.
44 DEVONSHIRE STREET
LONDON, W1N 1LN
Tel. 01 323 1185

"PUBLIC ATTITUDES TO DEAFNESS"

The four principal National organisations for the Deaf, who co-operate as the Panel of Four, welcome the very illuminating Survey, conducted by OPCS, which was initiated by a former Minister for the Disabled at their request. The present Minister's invitation to comment is much appreciated.

The British Association of the Hard of Hearing, the British Deaf Association, the National Deaf Childrens Society, and the Royal National Institute for the Deaf combine in a permanent publicity campaign to educate the whole Nation towards an understanding of the unique problems faced by deaf and hard of hearing people. A hearing loss is neither a physical nor a mental handicap, it is a handicap in communication. Where blindness cuts a person off from things, deafness cuts them off from people, and it is encouraging to note from this Survey that the majority of the public have learned to realise its severity.

The purpose of the Survey is stated to be the description of the views of the adult general public, so no detailed analysis of sub-groups of the population such as economic or social class was included. It might have been interesting to know whether the attitude of interviewees were affected by such factors. The deaf themselves are shown to be effective publicisers of their own difficulties.

It is surprising how many people regard it as a worse catastrophe to become deaf suddenly in later life (after one has acquired a full experience and knowledge of the world, and above all a full vocabulary) than to be born deaf into a strange world wholly geared to the hearing, and have to face the long and highly professional teaching necessary to find out that words exist, then to learn their meaning and so communicate. It is also surprising how few appreciated the use of sign language which many imagined was simply gesturing.

The deaf can certainly enjoy Television, especially with the help of devices such as CEEFAX, but for them it is like watching life - they see the scenery, but miss the explanatory sounds. They cannot, as so many people think, enjoy Television on an equality with the hearing. Everyone questioned disclaimed any personal feeling of antagonism towards the deaf, but some assumed that employers might have a prejudice against them. Our experience has been that where discrimination exists, and sadly it does, although it is usually very hard to pin-point it, it is as often amongst employees as employers. The problem is one of under-employment rather than unemployment. Deaf people can usually get a job, but it is often one that is not commensurate with their abilities, nor one that offers chances of promotion.

This Survey indicates that the public have a far better understanding of the problems of the deaf than they had even forty years ago, but emphasises the need for continuing publicity, especially in the Employment field, to achieve a full and happy life amongst understanding friends for those afflicted with this really terrible handicap, and the life long loneliness which it can bring.

The Health Education Council will find this professionally accurate and instructive Survey invaluable, as will the four organisations who form our Panel, in pointing to the areas where the public's understanding is most in need of information, and to which future publicity will be directed.

GORDON SMITH
Hon Secretary
The Panel of Four

APPENDIX B
INTERVIEW QUESTIONNAIRE

SS1117

PUBLIC ATTITUDES TO DEAFNESS

Interviewer name

Serial No.

Authorization No.

Area/ward code

--	--	--

Time interview started

Person No.

--	--

1. First I would like to ask you about the ways in which you can tell a person has poor hearing or is deaf when you talk to them? What things do you think you'd notice?

PROBE FULLY

--

<p>2. Are there things about the appearance of deaf people or their behavior that you could distinguish them from people who can hear properly?</p> <p>Yes 1 - ask (a)</p> <p>Some/depends on degree/type of deafness (Specify) 2</p> <p>No 3</p> <p>SPONTANEOUS ONLY Don't know 4 - go to Q3</p>	<p>4. Would you say that a deaf person's voice or speech differs from that of someone who can hear properly?</p> <p>Yes, differs 1 - ask (a)</p> <p>Some/depends on degree/type of deafness (Specify) 2</p> <p>No, does not differ 3</p> <p>SPONTANEOUS ONLY Don't know 4 - go to Q5</p>	<p>(a) In what ways does the voice or speech differ?</p> <p>louder 1</p> <p>slurred/thick 2</p> <p>softer 3</p> <p>dull/toneless/flat 4</p> <p>slower 5</p> <p>other (Specify) 6</p>
<p>3. Some people say that those who have poor hearing or who are deaf have different facial expressions from those of people who can hear properly. Would you say that was true or not?</p> <p>Yes 1 - ask (a)</p> <p>Some/depends on degree/type of deafness (Specify) 2</p> <p>No 3</p> <p>SPONTANEOUS ONLY Don't know 4 - go to Q4</p>	<p>5. Some people think that deaf people use their hands when talking more than people who can hear properly. Would you say that was true or not?</p> <p>Yes, true 1 - ask (a)</p> <p>Some/depends on degree/type of deafness (Specify) 2</p> <p>No, not true 3</p> <p>SPONTANEOUS ONLY Don't know 4 - go to Q6</p>	<p>(a) In what ways are their facial expressions different?</p> <p>sign language 1</p> <p>ALL to help express themselves/to explain better/point 2</p> <p>THAT APPLY other (Specify) 3</p>

6. If someone told you they were deaf or had poor hearing, what kinds of things would you do when talking to them?

CODE	VERBAL	1	2	3	4	5	6	7
ALL	shoot/talk loudly/raise voice							
THAT	speak or say words with greater clarity and care							
APPLY	talk more slowly							
	face them/look at them							
	emphasize lip movements and shape mouth more							
	point/use hands to express/make signs							
	other (Specify)							

7. Now I'd like you to look at this card.

You'll see that these pairs of words can all be used to describe people in general and range from one extreme to the opposite.

We'd like you to see how far you feel each pair of words applies to deaf people. You would tick box 1 if you think of deaf people as very intelligent and you would tick box 2. On the other hand, if you feel they are extremely boring you would tick box 7. However, if you feel they are intelligent and particularly applies to deaf people tick the middle box.

Don't think about your senses for too long. What we need is your general impression about how far the words apply to deaf people. So will you put just one tick somewhere between each pair of words.

HAND SELF-COMPLETION SHEET

8. Can you tell me what things you think cause deafness or hearing difficulties?

PROBE FULLY

SPONTANEOUS ONLY

Don't know

USED WITH QUESTION 7
SELF-COMPLETION SHEET 1

(ODD) SERIAL NO :

--	--	--	--	--	--

NEITHER

EXTREMELY VERY SLIGHTLY NOT SLIGHTLY VERY EXTREMELY

1

2

3

4

5

6

7

INTERESTING

BORING

SOCIABLE

WITHDRAWN

CALM

EXCITABLE

INSECURE

CONFIDENT

VACANT-LOOKING

ALERT-LOOKING

QUIET

NOISY

SELF-BELLANT

DEMANDING

CLUMSY

WELL-COORDINATED

PRECISE

VAGUE

SHUNNED

RESPECTED

9. Do you think all deaf people can be helped by a hearing aid?
 Yes, all can be helped
 Some/depends on degree/type of deafness (Specify)
 No, not all can be helped
 No, not all can be helped
 SPONTANEOUS ONLY Don't know
 (a) What sorts of deafness are not helped by a hearing aid?
 SPONTANEOUS ONLY Don't know
 PROBE FULLY

1 go to Q10
 2 ask (a)
 3 go to Q10
 4

11. For those who do wear them, are hearing aids useful in all situations?
 Yes
 Some/depends on degree/type of deafness (Specify)
 No
 SPONTANEOUS ONLY Don't know
 (a) In what sorts of situations are hearing aids not so helpful?
 PROBE FULLY

1 go to Q12
 2 ask (a)
 3 go to Q12
 4

10. Do you think that by wearing a hearing aid a deaf person's hearing is made normal?
 Yes, normal
 Some/depends on degree/type of deafness (Specify)
 No, not normal
 SPONTANEOUS ONLY Don't know
 (a) Why doesn't a hearing aid make hearing normal?
 PROBE FULLY

1 go to Q11
 2 ask (a)
 3 go to Q11
 4

12. Do you think that deaf people try to hide the fact that they are deaf?
 Yes
 Some/depends on degree/type of deafness (Specify)
 No
 SPONTANEOUS ONLY Don't know
 (a) Approximately how many deaf people do you think try to do this, do you think all of them
 about three quarters
 a half
 a quarter
 or less than a quarter of them try to hide their deafness?
 SPONTANEOUS ONLY Don't know/can't say
 (b) What do you think are the reasons people try to hide their deafness?
 PROBE FULLY

1 ask (a)
 2 ask (b)
 3 go to Q13
 4

13. I have a list of statements that different people have used to describe the way they feel about deaf people in general.

As I read out each statement I would like you to tell me whether you agree or disagree with it. The answers I would like you to choose from are printed on this card. (CARD A).

	Agree Strongly	Agree Slightly	Neither Strongly	Disagree Slightly	Disagree Strongly	DK
1. I feel sympathetic towards deaf people, and help them whenever possible	1	2	3	4	5	6
2. I don't mind talking to deaf people, but I find it hard going	1	2	3	4	5	6
3. I find it embarrassing to talk to deaf people in public	1	2	3	4	5	6
4. I am more considerate in dealing with deaf people than with hearing people ...	1	2	3	4	5	6
5. I try to avoid talking to deaf people as it makes me feel self-conscious	1	2	3	4	5	6
6. I would treat deaf people in the same way as I would treat anyone else	1	2	3	4	5	6
7. I get impatient in dealing with deaf people because it takes so long to get through to them	1	2	3	4	5	6
8. I feel inadequate in dealing with deaf people	1	2	3	4	5	6
9. I find deaf people irritating as conversation with them is so difficult	1	2	3	4	5	6
10. I find deaf people generally more friendly and easier to talk to than hearing people	1	2	3	4	5	6
11. I find it easier to talk to deaf people if I know in advance they're deaf	1	2	3	4	5	6
12. I don't know enough about deafness to know how to talk to deaf people	1	2	3	4	5	6

14. Would you say that deaf people go out to clubs, pubs and parties-
- | | |
|---|-----------------------------------|
| 1 | to the same extent |
| 2 | more |
| 3 | or less than hearing people? |
- ask (a)

(a) Why do you think they go out less often?

PROBE FULLY

15. Would you say that deaf people can enjoy watching T.V.:-

1	to the same extent
2	more
3	or less than hearing people?

16. Would you say that on the whole, deaf people have different kinds of jobs from people who can hear properly?

Yes

Some/depends on degree/type of deafness (Specify)

No

SPONTANEOUS ONLY Don't know

(a) Are there any kinds of jobs that would be particularly suitable for deaf people?

PROBE FULLY

SPONTANEOUS ONLY Don't know

(b) Are there any kinds of jobs that deaf people could not do?

PROBE FULLY

SPONTANEOUS ONLY Don't know

(a) Are there any kinds of jobs that deaf people could not do?

PROBE FULLY

SPONTANEOUS ONLY Don't know

(b) Are there any kinds of jobs that deaf people could not do?

PROBE FULLY

SPONTANEOUS ONLY Don't know

(a) Are there any kinds of jobs that deaf people could not do?

PROBE FULLY

SPONTANEOUS ONLY Don't know

(b) Are there any kinds of jobs that deaf people could not do?

PROBE FULLY

SPONTANEOUS ONLY Don't know

(a) Are there any kinds of jobs that deaf people could not do?

PROBE FULLY

SPONTANEOUS ONLY Don't know

(b) Are there any kinds of jobs that deaf people could not do?

PROBE FULLY

SPONTANEOUS ONLY Don't know

(a) Are there any kinds of jobs that deaf people could not do?

PROBE FULLY

SPONTANEOUS ONLY Don't know

(b) Are there any kinds of jobs that deaf people could not do?

PROBE FULLY

SPONTANEOUS ONLY Don't know

(a) Are there any kinds of jobs that deaf people could not do?

PROBE FULLY

SPONTANEOUS ONLY Don't know

(b) Are there any kinds of jobs that deaf people could not do?

PROBE FULLY

SPONTANEOUS ONLY Don't know

(a) Are there any kinds of jobs that deaf people could not do?

PROBE FULLY

SPONTANEOUS ONLY Don't know

(b) Are there any kinds of jobs that deaf people could not do?

PROBE FULLY

SPONTANEOUS ONLY Don't know

(a) Are there any kinds of jobs that deaf people could not do?

PROBE FULLY

SPONTANEOUS ONLY Don't know

(b) Are there any kinds of jobs that deaf people could not do?

PROBE FULLY

SPONTANEOUS ONLY Don't know

(a) Are there any kinds of jobs that deaf people could not do?

PROBE FULLY

SPONTANEOUS ONLY Don't know

18. I have a list of statements that describe problems or difficulties that deaf people may have. As I read out each statement I would like you to indicate whether you agree or disagree with it. Give me your answers I would like you to choose from are on this card. (CARD B)

	Certainly Probably Neither Probably Certainly					DX
	True	True	Nor	False	False	
1. Deaf people feel very isolated because of the problems they have communicating	1	2	3	4	5	6
2. Deaf people seem to have fewer interests than hearing people	1	2	3	4	5	6
3. Deaf people have more difficulty in coping with everyday activities around the home than hearing people	1	2	3	4	5	6
4. Deaf people are less likely to take part in sports and games than hearing people ..	1	2	3	4	5	6
5. Deaf people seem generally less intelligent than hearing people	1	2	3	4	5	6
6. Deaf people face more hazards in travelling and getting about than hearing people	1	2	3	4	5	6
7. Deaf people are unable to keep up with what's going on in the world through the news media	1	2	3	4	5	6
8. Deaf people seem to have more than the usual number of other physical complaints	1	2	3	4	5	6
9. Deaf people have more problems in banks, post offices and shops than hearing people	1	2	3	4	5	6
10. Deaf people have more difficulty getting on with people and understanding people do	1	2	3	4	5	6
11. Deaf people frequently seem to behave rather oddly	1	2	3	4	5	6

19. What about bringing up children, compared with hearing parents, would you say that parents who are deaf have:-

- BURNING
PROMPT
- 1 go to Q20
2 ask (a)
3 go to Q20

(a) What particular problems do you think deaf parents have?

PROBE FULLY

21. I would now like you to consider deaf children and their education.

Some people think that deaf children should go to special schools, others think they should go to ordinary schools. I would like to know what you think about schooling for totally deaf children.

Do you think they should go to:-

- BURNING
PROMPT
- 1 special schools
2 or ordinary schools?
3 both/special units at ordinary schoolsask (a)

(a) Why do you think totally deaf children should go to

PROBE FULLY

20. Now if we could consider another aspect of parenthood - that of hearing parents with deaf children. Would you say that parents who have deaf children have:-

- BURNING
PROMPT
- 1 the same
2 more
3 or less problems than parents with hearing children?ask (a)

(a) What particular problems do you think parents of deaf children have?

PROBE FULLY

22. What about partially deaf children. Do you think they should go to:-

- BURNING
PROMPT
- 1 special schools
2 or ordinary schools
3 both/special units at ordinary schoolsask (a)

(a) Why do you think partially deaf children should go to

PROBE FULLY

I should now like to go on to talk about just the totally deaf.

23. Do you think totally deaf people can hear their own voice?

- Yes 1
No 2
Don't know 3
Other (Specify) 4

24. How would you rate total deafness as a handicap?

Would you rate total deafness as a 1-

- very severe 1
severe 2
moderate 3
or mild handicap? 4

25. I would like to find out how you would compare total deafness with other handicaps. Would you arrange these cards in order, starting with the most severe handicap or disability, down to the least severe?

- SHUFFLE WHITE CARDS AND HAND
INTERVIEWER CODE AND RECORD
RANKS:-
MOST SEVERE = 1,
LEAST SEVERE = 6
total deafness
blindness
epilepsy
confined to a wheelchair
losing a leg
having a heart condition

26. Which series of deafness on these cards do you think would be the worst?

SHUFFLE BLUE CARDS AND HAND TO INFORMANT

Would you sort the cards into what you think would be the very worst, the next worst and so on.

- RANK
born totally deaf
sudden total deafness as an adult
partial deafness
to become progressively more deaf with time

13

27. Two aids to totally deaf people are lip-reading and sign-language.

(a) Could you tell me what proportion of totally deaf people you think can lip-read?

- Would you say:-
all 1
about three quarters 2
a half 3
or a quarter 4
or less? 5
Don't know/can't say 6

(b) And what proportion of totally deaf people do you think use sign-language?

- Would you say:-
all 1
about three quarters 2
a half 3
or a quarter 4
or less? 5
Don't know/can't say 6

28. What services do you know of that help deaf people?

PROBE FULLY

29. Where would you go for help or advice about deafness?

PROBE FULLY

14

30. Do you know of any (other) organisations that help the deaf - or make like the Spastics Society which helps apostrophes?	Yes No	1 ask (a) 2 go to Q31	
(a) Which are they? (DO NOT PROMPT)	Royal National Institute for the Deaf CODE ALL BRITISH DEAF ASSOCIATION NATIONAL ASSOCIATION OF THE HARD OF HEARING NATIONAL DEAF CHILDREN'S SOCIETY Other (Specify)	1 2 3 4 5	
31. Have you heard of any of these:- ASK ALL THOSE NOT MENTIONED AT QUESTION 30	Royal National Institute for the Deaf BRITISH DEAF ASSOCIATION NATIONAL ASSOCIATION OF THE HARD OF HEARING NATIONAL DEAF CHILDREN'S SOCIETY	1 2 3 4	
Finally, I would like to ask you a few questions about yourself.			
32. Do you ever have any difficulties with your hearing?	Yes No	1 ask (a) 2 go to Q33	
(a) (Can I just check) do you ever wear an aid?	Yes No	1 ask (1) 2 go to Q33	
(1) Do you have any difficulties with your hearing even when you're wearing an aid?	Yes No	1 2	
33. Was there any particular person or people you had in mind when answering questions about deafness and deaf people?	Yes No	1 go to Q34 2 ask (a)	
(a) Do you have or have you had any contact with deaf people?	Yes No	1 go to Q34 2 go to Q38	

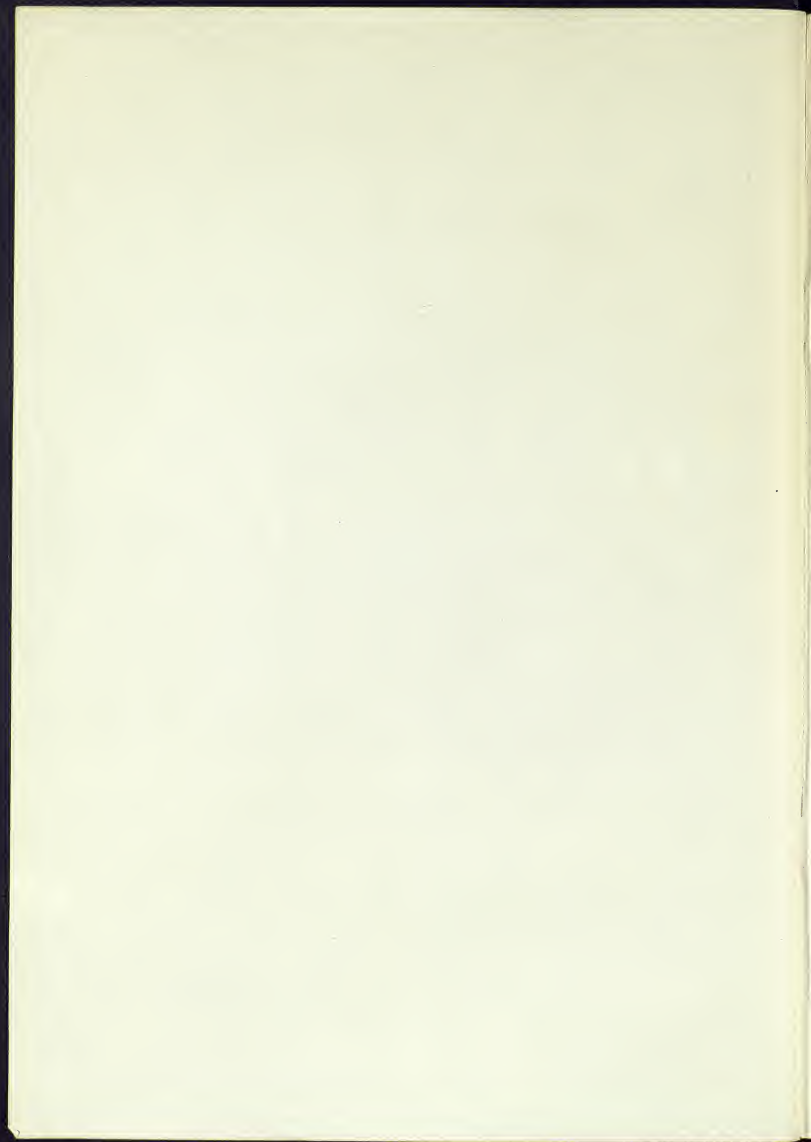
34. How often would you say you have, or have had, contact with deaf people:-	nearly all the time fairly often sometimes but not often or rarely?	1 2 3 4	
35. Is or was your main contact with deaf people	at home at work socially or what? (Specify)	1 2 3 4	
36. Are the deaf people you have or have had contact with, mainly:-	elderly middle aged young people or children? other (Specify)	1 2 3 4 5	
37. Have you had contact with the:-	totally deaf partially deaf or both?	1 2 3	
38. Age last birthday	CLASSIFICATION - TO ALL		
39. Sex: RECORDED	Male Female	1 2	
40. Marital Status:	Married Single Widowed Separated Divorced	1 2 3 4 5	

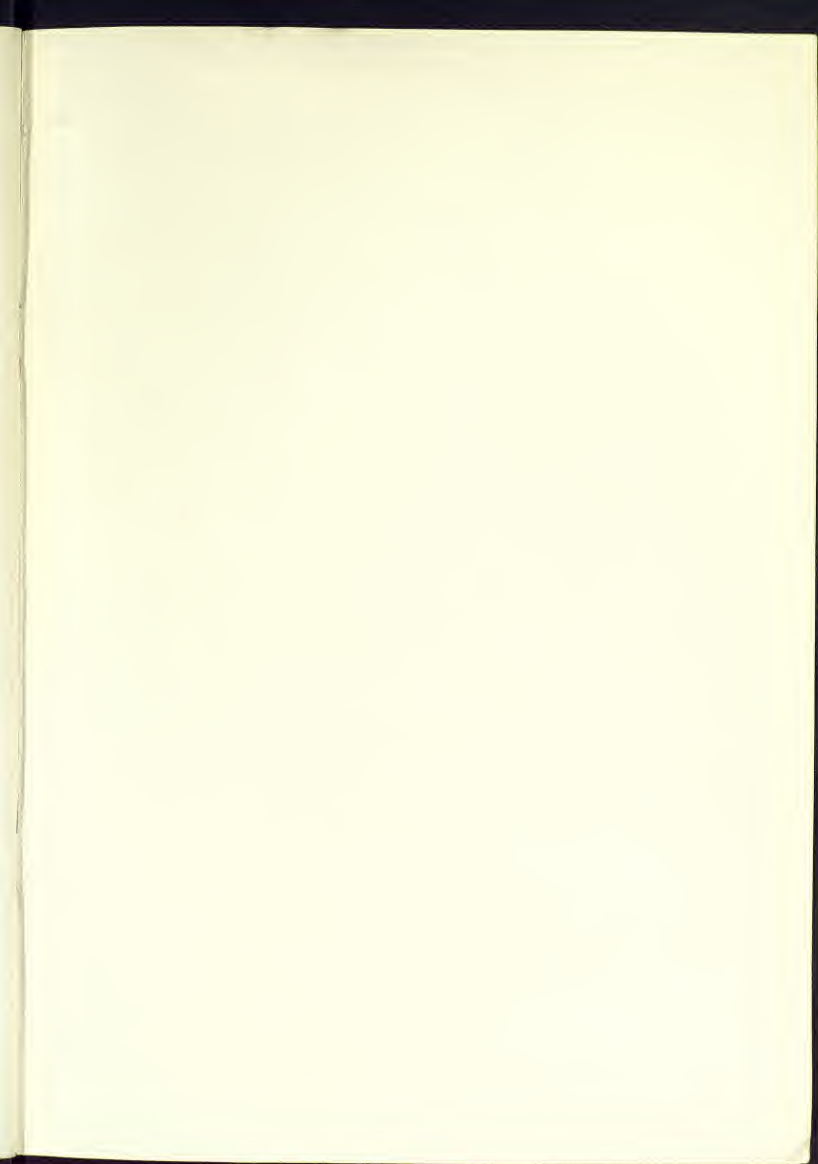
41. Age informant finished full-time education:-	1 14 years or less	2 15 years	3 16 years	4 17 years	5 18 years or more	6 Still in full-time education	1 go to Q42	2 go to Q45
42. Key I please check, are you doing any kind of paid work at the moment?	Working	Not working	(a) CHECK: Are you:-	1 a housewife	2 unemployed/seeking work	3 retired	4 permanently sick/disabled	5 other (Specify)
43. ASK THOSE CURRENTLY WORKING (Q42, CODE 1), UNEMPLOYED/SEEKING WORK OR RETIRED OR DISABLED (Q42 (a), CODES 2, 3 & 4) that is (was) your present (last) main job?	DNA OTHERS	that is (was) your present (last) main job?	DECEASED FULLY	UNEMPLOYED	INDUSTRY	43. ASK THOSE CURRENTLY WORKING (Q42, CODE 1), UNEMPLOYED/SEEKING WORK OR RETIRED OR DISABLED (Q42 (a), CODES 2, 3 & 4) that is (was) your present (last) main job?	Employee	Self-employed
44. In whose name is this accommodation owned or rented? (NORMAL HOUSING CERTIFICATION)	Informant HOH	Other HOH	44. In whose name is this accommodation owned or rented? (NORMAL HOUSING CERTIFICATION)	Informant HOH	Other HOH	44. In whose name is this accommodation owned or rented? (NORMAL HOUSING CERTIFICATION)	Employee	Self-employed
45. What is the occupation of the HOH?	DESCRIBE FULLY	OCCUPATION	45. What is the occupation of the HOH?	DESCRIBE FULLY	OCCUPATION	45. What is the occupation of the HOH?	Employee	Self-employed
46. That's all I want to ask you, but is there anything else you would like to add about your views on deafness and deaf people?	46. That's all I want to ask you, but is there anything else you would like to add about your views on deafness and deaf people?	46. That's all I want to ask you, but is there anything else you would like to add about your views on deafness and deaf people?	46. That's all I want to ask you, but is there anything else you would like to add about your views on deafness and deaf people?	46. That's all I want to ask you, but is there anything else you would like to add about your views on deafness and deaf people?	46. That's all I want to ask you, but is there anything else you would like to add about your views on deafness and deaf people?	46. That's all I want to ask you, but is there anything else you would like to add about your views on deafness and deaf people?	Employee	Self-employed

18

17







HER MAJESTY'S STATIONERY OFFICE

Government Bookshops

49 High Holborn, London, WC1V 6HB
13a Castle Street, Edinburgh EH2 3AR
41 The Hayes, Cardiff CF1 1JW
Brazennose Street, Manchester M60 8AS
Southey House, Wine Street, Bristol BS1 2BQ
258 Broad Street, Birmingham B1 2HE
80 Chichester Street, Belfast BT1 4JY

*Government publications are also available
through booksellers*

ISBN 0 11 690751 7